

Privacy and Data Protection Policy for Online Assignments

1. Introduction

At **Online Assignments**, we are committed to safeguarding the privacy of our website visitors, prospective students, and enrolled students. This Privacy and Data Protection Policy explains how we collect, use, and protect your personal information in compliance with the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

By using our website or enrolling in our courses, you consent to the practices described in this policy. Please read this policy carefully and contact us with any questions.

2. Information We Collect

We may collect and process the following types of personal data:

1. **Personal Information:** Name, date of birth, contact details (email, phone number), and address.
2. **Educational Information:** Language proficiency, previous academic records (if required), and assessment results.
3. **Financial Information:** Payment details and records of transactions for enrolment and services.
4. **Technical Data:** IP address, browser type, and information about your use of our website (e.g., pages visited and time spent) to improve user experience and ensure website functionality.

3. How We Collect Your Information

We collect information in the following ways:

1. **Directly from You:** When you register for a course, complete an online form, subscribe to newsletters, or contact us by phone or email.
2. **Automatically:** Through cookies and similar technologies when you visit our website. For details, please refer to our **Cookie Policy**.

4. How We Use Your Information

We use the information collected for the following purposes:

1. **Course Administration:** To manage your enrolment, determine course suitability, and track attendance and progress.
2. **Communication:** To send you important updates about your course, feedback requests, and promotional materials (if you have opted in).
3. **Payment Processing:** To manage course fees, refunds, and financial records.
4. **Improvement of Services:** To analyse website usage and improve our educational content, services, and user experience.
5. **Legal Compliance:** To fulfil legal and regulatory obligations and protect our rights.

5. Lawful Basis for Processing Data

We process personal data based on the following lawful bases:

1. **Performance of a Contract:** To provide and manage your EFL course, fulfilling our obligations as a service provider.
2. **Consent:** When you have given clear consent for us to process your data (e.g., for marketing purposes).
3. **Legitimate Interests:** Where processing is necessary for the legitimate interests of Online Assignments (e.g., service improvement) and does not override your rights.
4. **Legal Obligations:** When required to comply with legal obligations (e.g., accounting and tax requirements).

6. Data Sharing and Disclosure

Online Assignments will not share, sell, or disclose your personal data to third parties except in the following situations:

1. **Service Providers:** We may share data with trusted service providers (e.g., payment processors) as necessary to deliver our services.
2. **Legal Requirements:** When required by law, regulation, or legal proceedings.
3. **With Your Consent:** If you provide explicit consent for us to share your information with third parties for specific purposes.

7. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes outlined in this policy, including legal, accounting, or reporting requirements. Inactive accounts and personal data related to course completion are typically archived or deleted after [insert retention period, e.g., 2 years] unless required for ongoing legal or administrative purposes.

8. Your Rights

Under the UK Data Protection Act 2018 and GDPR, you have the following rights regarding your personal data:

1. **Access:** Request a copy of the personal data we hold about you.
2. **Rectification:** Request that we correct any inaccuracies in your personal data.
3. **Erasure:** Request deletion of your data where it is no longer necessary for us to hold it.
4. **Restriction of Processing:** Request limitations on how we process your data under certain conditions.
5. **Data Portability:** Receive a copy of your personal data in a structured, commonly used format.
6. **Objection to Processing:** Object to processing based on legitimate interests or for direct marketing.
7. **Withdraw Consent:** Withdraw consent where processing is based on consent (e.g., marketing).

To exercise these rights, please contact us using the information below. We aim to respond to requests within one month in compliance with GDPR.

9. Data Security

Online Assignments takes appropriate technical and organisational measures to protect personal data from unauthorised access, alteration, disclosure, or destruction. Security measures include encryption, secure servers, and regular system monitoring. However, please note that no online data transmission or storage can be guaranteed to be 100% secure.

10. Cookies and Tracking

We use cookies and similar tracking technologies to analyse user activity and improve our website. Cookies may collect information about your browsing behaviour on our site. For more details, please refer to our **Cookie Policy**.

11. Updates to This Policy

Online Assignments may update this Privacy and Data Protection Policy periodically to reflect changes in our practices or regulatory requirements. The latest version of the policy will always be available on our website, with an updated effective date.

12. Contact Us

If you have any questions, concerns, or requests regarding this policy or your personal data, please contact us at:

Online Assignments
Email: onlineassignmentsuk@gmail.com
Phone: +44 7746 882666