

Learndirect Privacy Statement

Your use of the content and service provided on this website is subject to the terms of this Privacy Statement, the Copyright Statement and the Terms and Conditions on this website ('the terms'). Your use of these services will mean that you accept the terms.

1. The learndirect Commitment to privacy

Learndirect aims to provide all users and visitors to the websites operated or controlled by learndirect with a unique, efficient and customised learning experience.

Learndirect is fully committed to respecting your privacy and to protecting any personal information you provide to it. learndirect treats both privacy and security as a priority and makes every effort to ensure that all the information provided by you is protected. This Privacy Statement respects and protects the privacy of all visitors including members and learners to the Website and intends to give you as much control as possible.

This Privacy Statement explains how learndirect collects information from you when you use the Website and how this information is then used. learndirect hopes that this will remove any concerns you may have and will make using the Website an educational, exciting and safe experience.

Please read this Privacy Statement carefully and re-visit this page from time to time to review any changes that may have been made. If you have any questions or comments about our administration of your personal information, please ring us on 08000 150 450 or e-mail us. You may also use these contacts to communicate any concerns you may have regarding compliance with our Privacy Statement.

learndirect has registered as a data controller (in its registered company name of Ufi Limited) in accordance with United Kingdom Data Protection Act 1998. learndirect will process any personal information which it collects about you in accordance with the Data Protection Act 1998.

Some of the information you provide to learndirect may be sensitive personal data for the purposes of the Data Protection Act, 1998. Sensitive personal data includes race or ethnic origin, political opinions, religious or other beliefs, trade union membership, physical or mental health, sexual life or criminal records.

By providing your information to learndirect, you explicitly consent to learndirect processing your personal data, including sensitive personal data, as explained below.

Where you are providing information about another person, you do so on the basis that the other individual has agreed to the processing of his or her personal data, including sensitive personal data, and to your receiving on his or her behalf any data protection notices. You confirm that you have informed such third party individual which data are obligatory and which are voluntary and how he or she can access and, if necessary rectify the data held about him or her.

By disclosing any personal information to learndirect and/or by using the Website you consent to the collection and storage of all personal information provided to learndirect as set out in this Privacy Statement and the Terms and Conditions. If learndirect make any changes to this Privacy Policy these changes will be detailed on this page in order to ensure that you are fully aware of what information is collected, how it is used and under what circumstances it will be disclosed.

This Privacy Statement only applies to personal data collected by learndirect through the Website or in any other manner expressly described in this Privacy Statement.

2. Paying for a course online with learndirect

In making an online payment for a particular course, you will be asked to enter the details of a credit or debit card onto the Website and provide an email address and telephone number.

These details are collected by :

Netbanx Ltd
Netbanx House Station Court
Station Road
Great Shelford
Cambridge
CB2 5NE

Credit or debit card details are collected over a secure link and are not collected or made available to learndirect and/or its approved third party learning providers (referred to as "learndirect providers").

3. What information does learndirect collect during Registration or Enrolment ?

To become a registered member of or learner with learndirect you or, if you are registering through your employer or any third party, the person registering on your behalf, will be asked to provide your full name, sex, date of birth, address, where you heard about learndirect, whether or not you have done any learning in the last three years, a description of your learner goals and the date on which you anticipate completing the course.. When registering on the Website you may also have the option of whether to submit additional information including your title, middle name, telephone number (including an indication as to whether we can leave messages on that number), e-mail address, highest qualification, employment status, ethnic origin, any disabilities, learning needs, equipment needs and a personal description. When you register on the Website, you will be provided with a username and asked to create a password. You will also be asked to give the answer to an identification question of your choice.

4. What additional information does learndirect collect to support Government funding for your learning ?

In the event that government funding is available for any given learndirect course, in order to ascertain whether you are eligible for that funding, you need to answer certain additional questions as to your age, your current education status, your

citizenship status and the length of time you have been resident in the United Kingdom.

5. What information does learndirect collect when you access Course Materials ?
learndirect monitors your usage of the Course Materials to monitor the progress of any learning provided to you and so that the overall user experience can be improved.

6. What information does learndirect collect when you enter Competitions
From time to time we may run competitions and promotions on the Website. If you enter a competition or other promotional feature, learndirect may once again ask for your name, address, e-mail address and username so that learndirect are able to administer and control the competition and, of course, notify the winners.

7. What other information does learndirect collect ?

You may provide personal data during a call to helplines operated by learndirect, when you send us a letter or email, when you return a customer feedback form or otherwise communicate with learndirect. You may also provide personal data when you use any learndirect messaging system or any conference, chatroom, message board, web space or other learning or communications facility relating to the learndirect system.

Calls to helplines operated by learndirect may be recorded for quality and training purposes only. This is to ensure that the service you receive is of a consistently high standard. Calls that are recorded will be stored for approximately three months and will remain confidential to learndirect at all times. In general, if you contact learndirect, it is possible that we will retain a record of your query or complaint for a reasonable time in case you contact us again.

8. How does learndirect use the information collected ?

learndirect uses your personal information for the purpose of responding to your queries or complaints, supporting your learning experience through our partners, providing learndirect Course Materials and any associated administration, for general statistical and research sampling purposes and for obtaining any relevant professional advice. This may include disclosing your information to our service providers and agents for these purposes and to our auditors. The more information you provide, the more focused and customised we can make your learning experience. Personal data about you will be processed in accordance with this Privacy Statement. When you submit information to learndirect using any of the tools or functions learndirect makes available to you to support your learning, this information may be viewed by third parties such as learndirect staff or tutors.

Netbanx Ltd will use the personal information provided by you for the purposes of processing your online payment and will transmit your credit card details to your issuing bank or credit card company to confirm your payment.

For the purposes of administering the provision of learning to you, learndirect will share your personal information with learndirect providers who will be delivering and supporting your learning. You will be informed of the identity of your learndirect provider when you enrol on a course. We may also disclose your information to third parties who acquire the learndirect business in the future but only for the purposes

outlined in this Privacy Statement. If you are a learndirect member or learner taking part in training through or as a result of a scheme sponsored or organised by your employer, trade organisation or other group ("your Sponsor"), learndirect may disclose the personal information collected to your Sponsor in order to monitor your learning.

learndirect and/or the learndirect providers delivering or supporting your learning will also send you regular updates on the learndirect service, up-to-date information about learndirect Materials, additions to the Website and information about specific activities such as customer feedback surveys and competitions, except to the extent you untick the boxes on the 'join us' page. If at any time subsequently you do not wish to receive such updates, you can change you preferences from the 'my details' menu item on your learner home page. Sensitive data will not be used for marketing purposes without your further express consent.

learndirect and/or the learndirect providers delivering or supporting your learning may use your personal data, including sensitive personal data, to process or to support any application which you have made for funding to help you pay for the costs of any full time or part time learning. For these purposes, learndirect and/or the learndirect providers delivering or supporting your learning will share the information supplied by you with the Learning and Skills Council, the Adult Learning Inspectorate or other government agencies (as appropriate) for the purposes of funding you for your course. In the event that you do not wish to provide the necessary information or consent to it being used for these purposes, we will not be able to offer you the course at the reduced price.

learndirect and/or the learndirect providers delivering and supporting your learning are also required to provide statistics about persons enrolling for learning courses through learndirect to the Learning and Skills Council and to other appropriate government agencies in order that they can carry out checks on our funding arrangements and our performance. This helps learndirect and learndirect providers to maintain their funding. Where such information is supplied, it is provided in an aggregated manner so that whilst such authorities may be aware of the number, geographic location, ethnic origin and sex of persons using learndirect, you cannot be personally identified from this information.

Please note that if you do not access any of the courses you have enrolled on for over six months, learndirect and/or the learndirect learning provider may withdraw you from the course. You will be able to ask your learndirect provider to re-instate the course if you would like to start learning again.

If you have not registered as a learner or member but are simply making a general enquiry using the email facility or other learndirect contact details provided on the website, your personal information will be used for the purposes of responding to your enquiry. If we wish to use your information for other purposes, for example where you are responding to a particular promotion or marketing campaign, we will tell you so and obtain your consent where appropriate.

9. How does learndirect protect your personal information?

As a registered data controller, learndirect is required to take appropriate technical measures to protect your personal information including making a regular backup of the learndirect system and data. learndirect implements a number of sophisticated authentication services and security measures to ensure the safety of any personal information it collects. Your account is password protected and all information is contained on a secure server which is accessible only by a limited number of employees who have authorised access rights to such information. If your password has been compromised in any way you should immediately notify learndirect and change your password. You can change your password at any time using the "change my password" option on the "my details" menu item on your learner home page.

Whilst learndirect uses reasonable endeavours to protect your security in the manner described above, learndirect considers that it is only appropriate to advise users that data transmission over the Internet cannot always be guaranteed as 100% secure, and therefore that you use the website at your own risk.

Please refer to the Terms and Conditions for the learndirect policy in relation to purging of emails and webspace and the circumstances in which learndirect may deactivate your account and delete all records, files and associated information.

When you make a payment online, personal data is collected by Netbanx Limited using industry standard Secure Sockets Layer (SSL) software, which encrypts the information you input. For further details relating to the security of this information, please refer to Netbanx. Netbanx will use the information provided by you to refund any monies due to you if you cancel your Enrolment in accordance with the learndirect Terms and Conditions.

10. How long does learndirect keep your personal data ?

Personal data will be retained only for so long as is necessary to fulfil the purposes for which the information was collected, as required by law or to enforce or defend legal claims. In some circumstances, we will retain information which you may have deleted, for example, messages sent by you to your tutor, as evidence of your support, achievement or completion of a learning experience. Such information will be retained for a reasonable time.

11. Does learndirect use cookies?

Cookies are small text files which are sent to your browser by a web server and stored on your personal computer's hard disk. The use of cookies has increased dramatically in recent years. learndirect uses cookies for several purposes listed below :

to minimise the amount of times you have to type in data. This means, for example, that you will not have to log in for a second time if you want to check your e-mail; to record the answers that you give to the online questionnaire on the Website about your funding support. This cookie collects the data you enter in your response to the questions asked and stores a record of the answer given by the learndirect system. The cookie expires on your computer after 30 minutes and the data is not kept by learndirect unless you choose to carry on and buy a course at the reduced price in which case it is passed on automatically to the learndirect provider. The cookie still

expires after 30 minutes even if you have chosen not to buy a course through the Website;
to record responses to banner advertising and to track website usage. These cookies do not collect your personal information and they are used to target our advertising, to track the success of our advertising and to track visitor usage of the learndirect website. These cookies are not issued by learndirect and may require your browser to connect to sites that are not run by learndirect and
to track responses to regular customer surveys for learndirect. These cookies are used to make sure that you don't see the same customer survey more than once. These cookies are not issued by learndirect.

You can always disable cookies via your browser preferences. If you want to know how to do this please look at the 'help' menu on your browser. Most modern browsers have cookies turned on as a default. If you choose to disable cookies you may not be able to use certain learndirect features and you may be required to enter your password more frequently. Please remember that cookies cannot read your hard drive or make any information collected by use of a cookie available to any third party. A cookie can only be read by the website of the organisation that set it.

learndirect uses pixels, or transparent GIF files, to help manage online advertising. These files are not issued by learndirect but by an advertising provider. These files enable learndirect advertising providers to recognise a unique cookie in your web browser, which in turn enables learndirect to learn which advertisements bring customers to our website. These files are anonymous and not personally identifiable.

12. The learndirect policy for children

learndirect understands the importance of protecting children's privacy. The Website is not intentionally designed for or directed at children under the age of 13. However, learndirect believes that ultimately it is the responsibility of parents to supervise children when on-line and learndirect recommends that parental control tools be put in place.

No one under the age of 16 will be able to register on-line as a learner or member, and users are advised that government funding for courses is not available to persons under the age of 19.

Information collected from persons under the age of 18 will not be used for any marketing or promotional purposes whatsoever, as is stated when you register for competitions or promotions.

Although anyone will be able to participate in competitions and promotions, notification of a win or prize will be sent directly to the parent or guardian identified in the initial registration process. Any publication of a competition winner's personal details for visitors under 18 will require parental or guardian consent during registration.

13. Internet-based Transfers

Given the global nature of the Internet, use of the Internet to collect and process data necessarily involves personal data being transmitted on an international basis. By

using the Website and communicating with learndirect electronically, you acknowledge and agree to the processing of your personal data in this way.

14. Your Rights

You have the right to ask for a copy of your information (for which we charge a small fee) and to correct any inaccuracies. You can amend your details on the Website at any time using the "my details" menu item on your learner home page. To obtain a copy of the information we hold about you please ring us on 08000 150 450 or e-mail us.

15. Links

The Website contains links to other websites. Please be aware that learndirect is not responsible for the privacy policies of such other sites. We encourage our users to be aware of this when they leave the learndirect Website and to read the privacy statement of each and every website that collects personal information from them.

Last updated : 6th August 2003