

Privacy Policy

1 What information do we collect?

- We may collect, store and use the following kinds of personal information:
- Information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation)
- We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.
- Information relating to any transactions carried out between you and us on or in relation to this website, including information relating to any purchases you make of our goods or services
- Information that you provide to us for the purpose of registering with us.
- Information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters.
- Any other information that you choose to send to us

2. How do we collect this information?

- Personal information can be collected by the company in the following ways:
 - Through submission of contact forms through our website
 - Thorough provision of sales transactions data
 - Through the sign-up to newsletters and other marketing communications
 - Through interaction with LearnLive.Online social media channels and content marketing

3. How do we use your personal information

Personal information submitted to us via this website will be used for the purposes specified in this privacy policy or in relevant parts of the website.

We may use your personal information to:

- (a) Administer the website.
- (b) Improve your browsing experience by personalising the website.
- (c) Enable your use of the services available on the website.
- (d) Send to you goods purchased via the website, and supply to you services purchased via the website.
- (e) Send statements and invoices to you, and collect payments from you.
- (f) Send you general (non-marketing) commercial communications.
- (g) Send you email notifications which you have specifically requested.
- (h) Send to you (our newsletter and other) marketing communications relating to our business which we think may be of interest to you by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications).
- (i) Provide third parties with statistical information about our users – but this information will not be used to identify any individual user.
- (j) Deal with enquiries and complaints made by or about you relating to the website.
- (k) Keep the website secure and prevent fraud.

(l) To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;

Where you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the licence you grant to us.

We may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes as set out in this privacy policy.

In addition, we may disclose your personal information:

(a) To the extent that we are required to do so by law.

(b) In connection with any legal proceedings or prospective legal proceedings.

(c) In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk)

(d) To any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

Except as provided in this privacy policy, we will not provide your information to third parties.

3. COOKIES

Our website uses cookies. We will ask you to consent to our use of cookies in accordance with the terms of this policy when you first visit our website. By using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser, and stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We use "First Party" cookies, "Functionality" cookies and "Third Party cookies" on the website. Most cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date. Third party cookies are cookies that are set by a domain other than that of our website being visited by you. When you visit our website, another entity sets a cookie through our website e.g. Facebook, Twitter or Google Analytics.

We will use the Session cookies to: keep track of you whilst you navigate the website; prevent fraud and increase website security.

We will use the Persistent cookies to: enable our website to recognise you when you visit; keep track of your preferences in relation to the use of our website.

We will use the Third Party cookies to enable:

a) Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>.

b) Facebook – we make use of Facebook accounts and services such as a Facebook page (www.facebook.com/officeteamlimited). Webpages may also use social buttons e.g. 'Facebook like' to enable users of our website to easily share pages with friends through social networking sites. These websites may set a cookie when you access them via these buttons. Facebook uses Persistent cookies and this information may be transmitted to Twitter and stored on servers in the United States.

c) Twitter – We make use of Twitter accounts. Twitter also uses Persistent cookies.

d) LinkedIn – We make use of LinkedIn accounts. LinkedIn also uses Persistent cookies.

Webpages may also use social buttons e.g. ‘Tweet’ to enable users of our website to easily share pages with friends through social networking sites. These websites may set a cookie when you access them via these buttons.

Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third party cookies.

4. INTERNATIONAL DATA TRANSFERS

From time to time we may transfer your personal information to service providers based outside of the EEA for the purposes described in this privacy policy. If we do this your personal information will continue to be subject to one or more appropriate safeguards set out in the law. These might be the use of model contracts in a form approved by regulators, or having our suppliers sign up to an independent privacy scheme approved by regulators (like the US ‘Privacy Shield’ scheme).

In addition, personal information that you submit for publication (e.g. blog comments or if you comment on one of our articles) on the website will be published on the internet and may be available, via the internet, around the world. We cannot prevent the use or misuse of such information by others.

5. Protecting your personal information

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

We will store all the personal information you provide on our secure (password- and firewall- protected) servers. All electronic transactions you make to or receive from us will be encrypted using SSL technology.

Please note that data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet, please consider this before submitting financial and personal data through online means.

You are responsible for keeping your password and user details confidential. We will not ask you for your password (except when you log in to the website).

6. Withdraw Personal Consent

If you no longer wish for us to process your data anymore please contact us at rebecca.stallard@learnlive.online or write to us at LearnLive.Online, 2 Brooklyn Court, High Street, Inkberrow, Worcestershire WR7 4QZ United Kingdom

7. Privacy Policy Updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

8. THIRD PARTY WEBSITES

The website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

9. DATA CONTROLLER

The data controller responsible in respect of the information collected on this website is *People Perfect Ltd T/A LearnLive.Online*

This policy was reviewed in June 2019