

Learning Emergence Partners LLP

Privacy Policy



Our Privacy Promise

When you share your personal data with us, we treat it with care and take our responsibility to protect it seriously. We passionately believe in being clear that your data belongs to you and that we can only use it with your permission and with absolute transparency as to how and why we use it in accordance with the General Data Protection Regulation (GDPR) and domestic UK data protection legislation (“the Data Protection Legislation”).

Our approach to data protection is built around three key principles. They’re at the heart of everything we do relating to personal data.

- **Transparency:** We take a human approach to how we process personal data by being open, honest and transparent.
- **Security:** We champion industry leading approaches to securing the personal data entrusted to us.
- **Stewardship:** We accept the responsibility that comes with processing personal data and the trust you have given us to look after and protect your data.

We’ve just updated our privacy policy to better communicate how we handle your personal data.

We’ve made changes so that it’s:

- clear, easy to read and simple to understand
- open about how we collect, store, use and secure personal data
- in line with the Data Protection Legislation.

Privacy Policy

Introduction

This policy applies across all websites that we own and operate and all services we provide, including our online and mobile products, and any other apps or services we may offer. For the purpose of this policy, we'll just call them our 'services'.

When we say 'personal data' we mean identifiable information about you, like your name, email, address, telephone number, survey responses, results from diagnostic exercises, community comments and so on. If you can't be identified (for example, when personal data has been aggregated and anonymised) then this notice doesn't apply.

We may need to update this notice from time to time. Where a change is significant, we'll make sure we let you know – usually by sending you an email.

Who are 'we'?

When we refer to 'we' (or 'our' or 'us'), that means Learning Emergence Partners LLP, a limited liability partnership incorporated in Scotland (Registered Number SO304304) with the registered office at Cruachan, Station Road, West Linton, Peebleshire EH46 7EL. Our headquarters are in Scotland, but we operate all over the world.

We provide an easy-to-use global online learning platform. At the core of our platform is our cloud-based Learning Journey Platform software. The hosting of the Learning Journey Platform is sub-contracted to SwarmOnline Limited, incorporated in Scotland (Registered Number SC411633, ISO9001, ISO27001) with their registered office at The Hub, Pacific Quay, Glasgow, G51 1DZ, who act as the technical partner for Learning Emergence Partners LLP. Our contract with SwarmOnline requires it to comply with the same privacy obligations that apply to us under this policy.

What information do we collect about you?

We collect personal data about you

- when your organisation (such as school, university or business) passes us your information to enable us to contact you, or to register you to use our services and set you up on the system
- if you then register with us to use our services, in order to set you up on the system
- when you voluntarily complete surveys and diagnostic exercises
- when you use our website, through the use of cookies.

Where we collect personal data, we'll only process it:

- to perform a contract with you, or
- where we have legitimate interests to process the personal data and they're not overridden by your rights, or
- in accordance with a legal obligation, or
- where we have your consent.

If we don't collect your personal data, we may be unable to provide you with all our services, and some functions and features on our websites may not be available to you.

Information we collect directly from you

When you visit or use some parts of our websites and/or services we might ask you to provide personal data to us.

- **Account information:** individual user's names and contact information.
- **Survey responses:** we store your responses collected when you take a survey.
- **Other data you intentionally share:** we may collect your personal information or data if you submit it to us in other contexts. For example, if you provide us with a testimonial about Learning Emergence.

If you don't want to provide us with personal data, you don't have to, but it might mean you can't use some parts of our websites or services.

Information we collect automatically

We collect some information about you automatically when you visit our websites or use our services, like your IP address and device type. We also collect information when you navigate through our websites and services, including what pages you looked at and what links you clicked on. This information is useful for us as it helps us get a better understanding of how you're using our websites and services so that we can continue to provide the best experience possible (e.g. by personalising the content you see).

Some of this information is collected using cookies and similar tracking technologies. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit <http://www.aboutcookies.org> or <http://www.allaboutcookies.org>. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Information we get from third parties

The majority of information we collect, we collect directly from you. Sometimes we might collect personal data about you from other sources, such as the school, college or university you attend, or the organisation that you work for. This personal data will only be collected where it is required for research and organisational improvement purposes and is only ever shared with the third party that provided the personal data in the first place.

How will we use the information about you?

First and foremost, we use your personal data to operate our websites and provide you with any services you've requested, and to manage our relationship with you.

We collect information about you to create a personal learning profile using the Learning Emergence Learning Journey Platform tools.

We treat your survey responses as information that is private to you (except if you have made your survey responses available via a public link). We know that, in many cases, you want to keep your

survey responses (which we collectively refer to as “survey data”) private. Unless you decide to share your survey questions and/or responses with the public (such as by making the survey responses available via a public link), we do not use your survey data other than as described in this privacy policy or unless we have your express consent. We do not sell your survey data to third parties without your permission.

Learning Emergence sets up each Learning Journey Platform account in such a way that individuals are the ‘owners’ of their own data which is disclosed only to them by the platform. The exception to this is when the individual gives explicit consent to share their personal data for the purpose of establishing a coaching relationship with a, teacher, tutor, coach, mentor or another named individual, or where your organisation (such as school, university or business) obtains your consent directly to establish a coaching relationship with a named individual.

You can manage your consent at any time to share your personal data with a named individual in the ‘Profile settings’ section.

We may also use your data in the following ways:

For research purposes.

This may include:

- To contribute to an analysis of the whole organisation’s learning profiles in statistical form. This data is numerical and no individual is identified. It allows different groups’ data to be compared. The purpose is to support the organisation’s learning and improvement. Access to this data is normally given only to project leaders and senior managers.
- To contribute to statistical data from which the organisation and researchers can analyse trends and characteristics in the population as a whole. For example, they could compare data from all organisations and use this analysis to help to strengthen lifelong learning in education and the wider community, including businesses and other work places. All of the data is anonymous and held on a secure server. It cannot be used to identify individuals and will not be sold to commercial organisations.
- Your answers to Learning Emergence surveys will be collected into a dataset with some of the information provided on registration (when setting up your Learning Emergence Learning Journey Platform account). The data record produced will be used only for research purposes, will be seen by the minimum number of people necessary for the research and will be treated as strictly confidential by all.
- You will not be named in any such research. Your profile will not be used by anyone responsible for assessing or selecting you, unless you consent to this. If you think the questionnaire is being used for this purpose without your consent, you should not complete it.

To communicate with you.

This may include:

- providing you with information you’ve requested from us (like training or education materials) or information we are required to send to you
- operational communications, like changes to our websites and services, security updates, or assistance with using our websites and services

- marketing communications (about Learning Emergence Partners or another product or service we think you might be interested in) in accordance with your marketing preferences
- analysis, reports and insights that may help you improve your personal learning profile
- asking you for feedback or to take part in any research we are conducting (which we may engage a third party to assist with).

To support you.

This may include:

- assisting with the resolution of technical support issues or other issues relating to the websites or services, whether by email, in-app support or otherwise.

To enhance our websites and services and develop new ones:

For example, by tracking and monitoring your use of websites and services so we can keep improving, or by carrying out technical analysis of our websites and services so that we can optimise your user experience and provide you with more efficient tools.

To market to you:

In addition to sending you marketing communications, we may also use your personal data to display targeted advertising to you online – through our own websites and services or through third party websites and their platforms. We will ask you for your consent before sending any marketing communication. We have a firm commitment to protecting your privacy and security as our user. You can unsubscribe from these communications at any time by contacting us at the address below.

To analyse, aggregate and report:

- We may use the personal data we collect about you and other users of our websites and services (whether obtained directly or from third parties) to produce aggregated and anonymised analytics and reports, which we may share publicly or with third parties.

We may also supply your personal information to government bodies and law enforcement agencies but only: if we are required to do so by the requirements of any applicable law; if in our good faith judgment, such action is reasonably necessary to comply with legal process; to respond to any claims or actions; or to protect our rights or those of our customers and the public.

Storage and Retention of your personal data

The anonymous data that you and others provide will be used to produce reports and academic journal articles, but nothing will be published that will enable anyone else to identify you as someone who completed a Learning Power profile.

The length of time we keep your personal data depends on what it is and whether we have an ongoing business need to retain it (for example, to provide you with a service you've requested or to comply with applicable legal, tax or accounting requirements).

We'll retain your personal data for as long as we have a relationship with you and for a period of time afterwards where we have an ongoing business need to retain it, in accordance with our data retention policies and practices. Following that period, we'll make sure it's deleted or anonymised.

All retention periods for personal data will be subject to legal and regulatory requirements or guidance.

Security

We are committed to protecting the privacy of your personal data. We use appropriate standards of technology and operational security to protect personal information including a secure server and network firewall connection. Operationally, access to personal information is restricted to authorised personnel who are under a duty to maintain the confidentiality and security of such information.

Internet

The Internet is inherently insecure. Personal information submitted by means of the Internet may be vulnerable to unauthorised access by third parties. Submission of personal information using the Internet is at your own risk. We will take reasonable and appropriate technical measures to ensure that your personal information is stored in a secure manner and we use the best practice HTTPS encryption standard for maximising the security of your data in transmission from your browser across the Internet.

Your Rights

It's your personal data and you have a number of legal rights in relation to the information that we hold about you, including:

- *Right to access:* You have the right to request access to your personal data held by us. Requests are to be made in writing, electronically and information will be provided in a commonly used electronic format. Requests will be handled within one month of receipt of the request, and free of charge with the exception of where requests are manifestly unfounded or excessive we hold the right to charge a reasonable fee taking into account the administrative costs of providing the information. More information can be found at <https://ico.org.uk/for-the-public/personal-information/>.
- *Right to rectification:* You have the right to have personal data rectified if inaccurate or incomplete. Where the personal data in question has been disclosed to a third party, they will be made aware of the rectification where possible. Requests are to be made in writing, electronically, and will be handled within one month of receipt of the request.
- *Right to erasure:* You have the right to request the deletion or removal of personal data in the following circumstances:
 - Where the personal data is no longer necessary in relation to the purpose for which it was originally collected/processed.
 - When you withdraw consent.
 - When you object to the processing and there is no overriding legitimate interest for continuing the processing.
 - The personal data was unlawfully processed (i.e. otherwise in breach of the GDPR).
 - The personal data has to be erased in order to comply with a legal obligation.

This does not provide an absolute "Right to be forgotten". Where the personal data in question has been disclosed to a third party, we will inform them about the erasure of the personal data, unless it

is impossible or involves disproportionate effort to do so. Personal data will be erased by removal from our internal and cloud servers.

- *Right to restrict processing:* You have a right to 'block' or suppress processing of personal data if you contest its accuracy; have objected to the processing; processing is unlawful and you oppose erasure; or we no longer need the personal data but you require the data to establish, exercise or defend a legal claim. Where the personal data in question has been disclosed to a third party, we will inform them about the restriction on processing of the data, unless it is impossible or involves disproportionate effort to do so.
- *Right to data portability:* You have the right to obtain and reuse your personal data for your own purposes. Requests are to be made in writing, electronically, and will be handled within one month of receipt of the request.
- *Right to object:* You have the right to object to processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling); direct marketing (including profiling); and processing for purposes of scientific/historical research and statistics. Requests will be dealt with by immediate effect with no right for refusal.

You also have the right to make a complaint with the Information Commissioner at www.ico.org.uk if you think that any of your rights have been infringed by us.

All requests will be dealt with in your own merit, and in accordance with the Data Protection Legislation guidance.

Should a data breach occur, we have compliant procedures in place to investigate and report the matter to the Individual.

You can exercise your rights by contacting us using the details set out in the "Contact Address" section below.

You can exercise these rights at any time by sending an email to privacy@learningemergence.com. If you're not happy with how we are processing your personal data, please let us know by sending an email to privacy@learningemergence.com. We will review and investigate your complaint, and try to get back to you within a reasonable time frame.

How we can share your data

There will be times when we need to share your personal data with third parties. We will only disclose your personal data to:

- other companies in the Learning Emergence group of companies
- third party service providers and partners who assist and enable us to use the personal data to, for example, support delivery of or provide functionality on the website or services, or to market or promote our goods and services to you. Our contractual arrangements with such service providers and partners require them to comply with the same privacy obligations that apply to us under this policy
- regulators, law enforcement bodies, government agencies, courts or other third parties where we think it's necessary to comply with applicable laws or regulations, or to exercise,

establish or defend our legal rights. Where possible and appropriate, we will notify you of this type of disclosure

- an actual or potential buyer (and its agents and advisers) in connection with an actual or proposed purchase, merger or acquisition of any part of our business
- your organisation (such as school, university or business) where they have obtained your consent directly from you to be able to share your personal data and we rely on that consent
- other people, for example your Learning Journey Coach, where we have your consent.

International Data Transfers

In certain circumstances, we may transfer your personal information to countries outside the European Economic Area. This may include circumstances where we use service providers who are based outside the EEA or who use “cloud” infrastructure which means that their servers are based all over the world. Rest assured, where we disclose personal data to a third party in another country we will make sure it’s protected in a manner that is consistent with how your information will be protected by us. This can be done in a number of different ways for instance:

- The country that we send the information to might be approved by the European Commission.
- The recipient organisation might have signed up a contract obliging them to protect your information.
- The recipient is located in the US and is a certified member of the EU-US Privacy Shield scheme.

In other circumstances the law may permit us to otherwise transfer your information outside the EEA. In all cases however, we will ensure that any transfer of your information is compliant with the Data Protection Legislation.

Other websites

Our website may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 16 May 2018.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

By email privacy@learningemergence.com

Or write to us at
Learning Emergence Partners LLP
Cruchan,
Station Road,
West Linton,
Peebleshire,
EH46 7EL