



## EXCITING EDUCATION'S PRIVACY AND COOKIE POLICY

Exciting Education are committed to protecting and respecting your privacy. This Privacy and Cookie Policy explains how our organisation uses the personal data we collect from you when you use our website.

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## **What data do we collect?**

The Exciting Education website collects the following data:

- Personal and business identification information (Name, email address, phone number, etc.)

## **How do we collect your data?**

You directly provide Exciting Education with most of the data we collect. We collect data and process data when you:

- Contact us online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback.
- Use or view our website via your browser's cookies.

Exciting Education may also receive your data indirectly from the following sources:

- From your third-party contacts or contacts of our employees who believe we may be able to offer you a service.

## **How will we use your data?**

Exciting Education collects your data so that we can:

- Process your order and provide a service to you.
- Email you with special offers on other products and services we think you might like.

We will not share your data with any other companies.

When Exciting Education processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

### **How do we store your data?**

Exciting Education securely stores your data using online service provider HubSpot, Microsoft Office and Mailchimp software. These services provide industry standard security for clients. Our accounts are password protected and access by employees only.

If your data becomes inactive, Exciting Education will keep your data for up to five years. Once this time period has expired, we will delete your data

### **Marketing**

Exciting Education would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out at a later date. You have the right at any time to stop Exciting Education from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please contact us and let us know on [info@excitingeducation.co.uk](mailto:info@excitingeducation.co.uk).

### **What are your data protection rights?**

Exciting Education would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to ask Exciting Education for copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** – You have the right to request that Exciting Education correct any information you believe is inaccurate. You also have the right to request Exciting Education to complete the information you believe is incomplete.

**The right to erasure** – You have the right to request that Exciting Education erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that Exciting Education restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to Exciting Education's processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that Exciting Education transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [info@excitingeducation.co.uk](mailto:info@excitingeducation.co.uk)

Or write to us: Exciting Education, Unit 2, 2 Pennygillam Way, Pennygillam Industrial Estate, Launceston, Cornwall, United Kingdom, PL15 7ED

## **Cookies**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

## **How do we use cookies?**

Exciting Education uses cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website

## **What types of cookies do we use?**

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Exciting Education uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

## **How to manage cookies**

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

## **Privacy policies of other websites**

The Exciting Education website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

## **Changes to our privacy policy**

Exciting Education keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated in November 2021.

## **How to contact us**

If you have any questions about Exciting Education’s Privacy and Cookies Policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [info@excitingeducation.co.uk](mailto:info@excitingeducation.co.uk)

Or write to us at: Exciting Education, Unit 2, 2 Pennygillam Way, Pennygillam Industrial Estate, Launceston, Cornwall, United Kingdom, PL15 7ED

### **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that Exciting Education has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Website: <https://ico.org.uk/global/contact-us/>