Privacy Policy

Garner Education Services Ltd

Who we are:

At Garner Education Services Ltd, we take things like privacy and confidentiality very seriously. So seriously that we've taken the time to tell you all about what we do with the things you tell us or give us. We don't share any data with any other company or service, we run our own websites, and other communication services, and everything we collect (such as e-mail, names and employers) are protected by us and jealously guarded. The only circumstances under which we would share any of this information is when legally compelled to do so. You should read through all of this for a thorough understanding of what data we collect, hold and process, and what you can do about it if you'd rather we didn't!

Types of Data we collect:

Cookies:

Cookies – when you visit our website it is possible that we may deposit a 'cookie' on your computer. A cookie is a small data file that allows us to effectively operate our website, and our cookies don't access other cookies to serve up targeted advertising, or store any information about you. Our only use for them is to help you navigate our website.

Google Analytics:

When you visit our website we use Google Analytics to collect standard information about how many visitors to various parts of our site there have been, how long they stayed and where they entered and left the site. All of this data is anonymised and aggregated; in other words it cannot be attributed to a specific user and it is only processed for statistical purposes in the anonymised and aggregated format. We do not use Google Analytics, or attempt ourselves, to find out the identity of those visiting our website.

Web-server Analytics:

We use a piece of software on our server called AWStats, which is similar to Google Analytics, but collects much more information about visitors to our site. This software collects information such as IP Address, Geo-location (nationality only), length and date/time of visit, how many visitors per day/hour/month, hits and bandwidth.

We use this data to protect our website from DDoS attack and for other security purposes to ensure that our website and the data contained on it remains safe from abuse. The data is used for

statistical analysis and we never attempt to use it to identify individual visitors. Other than using geo-location data to monitor visits from certain Countries, we use and process only aggregated and anonymised data such as the number of visitors, number of hits and bandwidth none of which can be used to identify any individual visitor.

Moodle Installation (ReBalance Programme Customers ONLY):

When you (or your employer) decided to purchase the ReBalance Programme for your school or college, we collected some data about individuals that we need to effectively administer the site and programme. We collected your name, your employer, and your email address. These details are protected by the security of our server and the Moodle system, and are used only to allow you access to the training programme or new/updated resources on the system. We also occasionally use the Moodle system (and the data contained therein) to contact you by email to inform you of changes or updates.

Our provision of the Moodle system, and the collection and processing of your data on it is a requirement for us to provide the contracted service. You can request removal of this data at any time, but you should really talk to your employer about this before doing so as your removal is an indication of their acceptance of you being removed as part of this contract, at their request.

This data is never passed on to or processed by any third party. Only customers of the ReBalance programme have access to this system.

Mailing Lists:

We run our own Mailing List software, hosted on our servers and administered by us. This software stores email addresses in a secure database, stored on the server. No other data is collected or stored by this software, and no attempt is made by us to identify individuals from the data held on this system.

We use it to keep you informed about our products and services, to provide you with information that you've asked for, and to occasionally contact you to make sure you're still happy to be contacted by us.

This software collects data regarding who has and hasn't opened or clicked on email, to help us monitor and improve our communications. This data is attributable to individual email addresses, but only processed as aggregate numbers. For example; *email a) was opened by 743 people and 457 of those clicked the link on the page to take them to our free stuff.* We do not attempt to attribute clicks and opens to individual emails and/or attempt identify individuals from this data.

Each and every email from this system includes a link to change your preferences – such as what information we send to you. It will also include an 'unsubscribe' link which will remove your email from our system within 28 days. In the intervening time, you shouldn't receive any more email from us. If you do, please contact *gdpr@garnereducation.co.uk* and we will remove you manually.

When we consult or train people at events and conferences, we are sometimes asked to contact them about our services and programmes. When this happens we ask for a name and an email address. The email address is added to the aforementioned Mailing List software to enable us to communicate effectively with you, and the name and email address are recorded on a Spreadsheet

at our offices. We use this spreadsheet to log when we contacted you and what for. Once the communication is completed, we remove you from the spreadsheet, but leave your email on our Mailing Lists system so that you will receive updates from us. As noted above, you can 'unsubscribe' from this by clicking the link at the bottom of these emails, and your email address will be removed within 28 days.

Third Party Services:

Other than where noted above, we do not share, sell or otherwise disseminate any data we collect about you. We take every reasonable precaution to protect this data from loss or theft and we hope you find what you've read reassuring.

Access to your Personal Information:

If you aren't reassured or wish to view, amend or delete any of the data we hold about you, then you should contact the Data Controller - Sam Garner on *gdpr@garnereducation.co.uk* in order that we can get everything sorted for you.

Policy Review:

We will review this policy annually and we are committed to only requesting, storing and processing the data we need to conduct our business. We are committed to ensuring that this remains the case and are constantly reviewing our processes and systems to ensure that this data remains minimal.