



Website Privacy Policy – 23 October 2018

This privacy policy tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Elmwood Education Ltd. Our address is Elmwood Education Ltd, Unit 5, Mallow Park, Watchmead, Welwyn Garden City, Herts, AL7 1GX. You can contact us by post at the above address, by email at support@elmwoodeducation.co.uk or by telephone on +44 (1707) 333232

We are not required to have a Data Protection Officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

How we use your information

[When you use our website](#)

[When you submit an enquiry via our website](#)

[When you purchase a product from our website](#)

[\[Other types of transactions via our website\]](#)

[Your rights as a data subject](#)

[Your right to complain](#)

[Updates to this privacy policy](#)

When you use our website

When you use our website to browse our products and services and view the information we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help to make your user experience better.

Some of the cookies we use are strictly necessary for our website to function, and we don't ask for your consent to place these on your computer. These cookies are shown below.

Cookie Name	Purpose
wc_cart_hash_#	Contains information about what's in your shopping cart
wc_fragments_#	Stores visitor login information so that you do not need to keep logging on after your browser closes
_cfduid	Cookie associated with sites using CloudFlare, used to speed up page load times. It does not contain any user identification information.

We do not use any other cookies to track your information on our website.

For further information visit www.aboutcookies.org or 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.

When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, address, contact telephone number and email address. In providing us with this information you are giving your Consent to our processing your details.

We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered your it to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale.

Your enquiry is stored and processed internally by us. Very occasionally Elmwood Education will undertake independent market research to aid with new product development. Your consent will always be requested if you have been selected to take part in this research and no details will be shared with 3rd parties unless you have given your consent.

We keep enquiry emails for two years, after which we delete them.

When you purchase a product from our website

When you purchase products from us online, we ask you for your name, address, contact telephone number, email address and for your VAT number, if applicable. We also record your IP (Internet Protocol) address, which is the address of your computer on the Internet. We record these details in order to fulfil our contractual obligation to fulfilling your order.

Your information is stored on our website and on our cloud server, both of which are based within the European Union.

Your credit card details are passed to a third-party payment processor (SagePay) whose website and applications may be hosted in the United States or otherwise outside of the EEA. Please refer to their own Privacy Policy and Cookies Policy for details of what information they record and store.

We do not retain your credit card information.

We do not use the information you provide to make any automated decisions that might affect you. We do not share this information with anyone else.

We keep your data for no longer than reasonably necessary which meets our legal requirements (7 years from date of last invoice).

Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the [Who Are We](#) section of this policy.

Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Updates to this privacy policy

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.