



### **What type of data does A+ hold about you?**

In order to carry out our work, such as professional development courses and research and measurement projects that you may have contacted us about or contracted us for, we often need you to provide personal details including name, address for your place of work, e-mails and telephone numbers. If you have taken part in any of our courses, we may also hold information about your education. If you work for us, we may hold additional information like your banking details and information legally required for carrying out your work.

If you have taken part in a small number of specific courses, we will also hold your online log-in user name and e-mail address. Your passwords is encrypted and not accessible to us.

### **Where is my data kept and what security measures does A+ have in place?**

At A+, keeping your data safe is of high importance to us. Our data is encrypted and stored securely on cloud location compliant with GDPR. Access to our cloud is password protected and not accessible to persons outside A+ Education.

Hard copies containing delegate information are destroyed once the relevant course is complete.

We only collect your data through interactions with us including your enquiries, previous engagements and contracts, personal contact or course participation. We use your data to keep you informed about developments to the ERS, relevant professional development or research. We do not share data with third parties with the exception of our associates ie. tutors that may need to be in contact with your regarding specific courses or projects. We may also encourage sharing of contact information within a group of course/programme delegates to encourage communities of practice, an important element of our approach. You will be made aware of this and asked to provide consent when contacting us or attending a course.

### **What kind of communication can I expect from A+**

Our communications, including occasional marketing e-mails or calls will always be relevant to you, containing information about the services you would have previously enquired about or contracted us to deliver.

### **Your right to request or be removed**

Under the GDPR regulations, you have the right to request to know what specific data we hold about you and to be asked to be removed from our systems. Whilst we intend to adhere to the request, we would ask you consider your request thoroughly if you are participating in one of our programmes as you may not be able access certain resources or be informed about possible logistical issue connected with the course.

Information on course and programme participants is held for 1 year unless specifically requested otherwise or it is required for a pending continuation of said course/programme.

If you have purchased resources from us, your data will be held for a period of 2 years for warranty purposes at which point references to your name and e-mail address will be removed. If at the point of purchase, you give consent for us to retain your information for a specific purpose, your data will be used in line with the consent given.

To request your data or ask to be removed from our database, please e-mail [sylvia.brown@aplus-education.co.uk](mailto:sylvia.brown@aplus-education.co.uk) with the subject *Right to Data Request* or write to us on this address.

A+ Education Ltd.  
Suite 3, Elm House  
739 Wilmslow Road  
Manchester  
M20 6RN

With any questions, to report a data breach on any other issues relating to the GDPR, please contact [sylvia.brown@aplus-education.co.uk](mailto:sylvia.brown@aplus-education.co.uk)