

Privacy Policy

This privacy notice is designed by Exam Centre London to help you understand how we will process any personal data that we collect about you - whether as a candidate or parent/guardian. We reserve the right to modify this statement at any time without any notice by making changes to this page. You are advised to visit our website frequently for any amendments.

1. Who are we?

Exam Centre London is committed to protecting the privacy of your personal data collected in the course of our business. We are a private exam centre, based in East London and can be contacted on info@examcentrelondon.co.uk.

2. Where we collect your information?

We may collect and process information about you in the following ways:

- a) Registered on our website for an examinations
- b) Having applied or participated in one of our programmes
- c) Corresponding with us by telephone, post, email or otherwise.
- d) CCTV footage if you visit our premises, for security and safety purposes.

3. What type of information we collect and why?

- a. We collect identification documents and other information including candidate's name, address, email, telephone number, previous academic achievements which is required to allow contact and for the booking procedure.
- b. Communication history including message and requests previously made
- c. CCTV footage if you visit our premises for security and safeguarding purposes.

We also use your information to support our legitimate interests in marketing our site and the services, including:

- a) Promoting our services to registered users
- b) Notifying you about upcoming promotions, discount codes or customer surveys
- c) Undertaking research to better understand our customer interests
- d) Analysing your interactions to improve the efficiency of our marketing activities
- e) Exam Centre London may contact you by post or by telephone with information or offers.

4. Who else has access to this information?

- 4.1 Your personal information (as a candidate) may be viewed by exam administrators and/or exam officers for the purpose of booking exams.

5. How we protect your personal data?

- 5.1 We will only process your personal data to the extent that is necessary for the purposes specified in the policy. All personal data we store will be accurate and up to date. When it is inaccurate or out of date, it will be destroyed. Please inform us if you become aware of any inaccuracies in the personal data we hold about you.
- 5.2 We will not keep your personal data for longer than is necessary. When it is no longer required, it will be destroyed and erased as appropriate.
- 5.3 We will never sell your personal or make it available to any third parties without your prior consent except when we are required to do so by law

6. When might we disclose your personal data?

We may disclose personal data about you where necessary, as set out below:

- a) to professional advisers
- b) to colleagues within the organisation

7. How long do we keep your information for?

- 7.1 We will retain your personal data for different periods depending on the service you have chosen to use us for.
- 7.2 By default we will retain your personal data on our system for how long it is reasonable to keep records to show we have met the obligations we have to you and by law.
- 7.3 We will review your personal data every year to establish whether we are entitled to process it. If we decide that we are not entitled to do so, we will stop processing your personal data.

8. Your rights

You have the following rights in respect of your personal data held by us:

- a) to obtain personal data that Exam Centre London holds about you
- b) to be provided with information how your personal data is processed
- c) the right to request your personal data to be rectified where necessary
- d) to have personal data erased in certain circumstances where we do not have a reason to continue processing it
- e) to request that we transmit the information we hold about you to another organisation
- f) to object or restrict the personal data that Exam Centre London hold about you
- g) to object or restrict how your personal data is processed
- h) to make any complains about how we process your personal data

9. Complains or queries?

Exam Centre London tries to meet the highest standards when collecting and using personal information. For this reason, any complaints received about this will be dealt seriously. We are

happy for the public to bring to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions to improve our procedures.

10. How to contact us?

Exam Centre London can be contacted via email on info@examcentre-london.co.uk or via writing to:

Exam Centre London

54 Upton Lane

London, E79LN