

Company name	Jarvis Education
Company contact details	12 Foxglove Close, Burgess Hill, West Sussex, RH15 8UY 07984 645089 hello@jarviseducation.co.uk
Title	Privacy Policy
Edited by	Shaun Jarvis
Date	04.01.2025
Version	1.0

Privacy Policy

Jarvis Education Ltd takes your privacy seriously and will only ever collect, keep, use or share your data where you have given us your consent or if we are legally obliged to do so.

This Privacy Policy outlines how we comply with data protection requirements, and any changes to this Statement will be posted on this website. We have structured our website so that, in general, you can visit our website without identifying yourself or revealing any personal information. Once you choose to provide us with any information by which you can be identified, it will only be used in accordance with this Privacy Policy.

If you feel cause for complaint, we would be grateful if you would raise it with us in the first instance. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues.

If you would like to withdraw your consent to marketing, view, modify or delete any data that we hold about you, please email hello@jarviseducation.co.uk.

Other websites

Our website may contain links to enable you to visit other third-party websites more efficiently.

Once you have used these links to leave our website, you should note that we have no control over that other website or the data it may collect and use. Therefore, we cannot

be responsible for the protection and privacy of any information you provide whilst visiting such sites, which this Privacy Policy does not govern. You should exercise caution and examine the Privacy Policy applicable to the website.

What information do we collect?

We receive, collect and store any information you enter on our website or provide us in any other way.

In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history.

We also collect personally identifiable information (including name, email, password, and messages), payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

Were you to attend one of our events, you may choose to provide us with your personal information (name, email address, mailing address) to let us know your interests so that we can send you information in the future. By doing so, you are permitting us to enter your details into our systems on your behalf.

Why do we collect information?

We collect personal and non-personal information for the following purposes:

- To comply with any applicable laws and regulations.
- To provide our products and services;
- To provide ongoing customer assistance;
- To be able to contact our visitors and users with general or personalised service-related notices and promotional messages;
- To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which our business partners or we may use to provide and improve our respective services;

How your personal information is collected

We use various methods to collect data from you, including:

Direct interactions:

You may give us your identity, contact and financial data by filling in forms or corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- apply for our products or services;
- create an account on our website;
- request marketing to be sent to you;
- enter a competition, promotion or survey;
- give us feedback or contact us.

Automated technologies or interactions:

As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see below for more information on how we use cookies.

Our website is hosted on the Wix.com platform. Wix.com provides us with a platform that enables us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

How we use your personal data

We may contact you for various reasons, including your financial transactions; the resolution of disputes; technical matters, your views and opinions; to send updates about our company, applicable national laws, and any issues or agreements that exist between us. For these purposes, we may contact you via email, telephone, text messages, and postal mail.

Sharing your information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. When you provide any information online, you should look for the boxes on the user details registration page.

Correcting inaccurate information

You may request details of personal information which we hold about you under previous and current data protection legislation (and in particular, the General Data Protection Regulations (the GDPR). Requested information will be provided free of charge unless the volume of information justifies charging a reasonable fee (based on the administrative cost of supplying the requested data) or if the request is a repeat request. Each of these types of cases will be considered individually.

If you believe any information we are holding on you is incorrect or incomplete, please contact us. We will promptly correct any information which is found to be incorrect.

Questions about your personal data

If you would like to discuss, access, correct, amend or delete any personal information we have about you, please email us.

Withdrawal of consent to use personal data

You can withdraw your consent to our processing of your personal data for marketing at any time by emailing us.

This will not apply to personal data provided to us as part of our service commitment to you.

Data retention

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in case of a complaint or if we reasonably believe there is a prospect of litigation concerning our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from

unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements. By law, we must keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

In some circumstances, you can ask us to delete your data. In some circumstances, we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

Privacy Policy updates

We reserve the right to modify this Privacy Policy anytime. Changes and clarifications will take effect immediately upon their posting on the website. We will notify you here that it has been updated so that you know what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Cookies

A cookie is a piece of text which is placed in your computer's storage. On accessing our website for the first time, you will be asked to approve using cookies. Once you agree, your browser stores that text in a small file.

Cookies are used to:

- respond to you as an individual (for example, remember that you have visited our site previously)
- help analyse web traffic

Using cookies, a web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. For example, when you visit an electronic store, a cookie makes shopping easier by remembering which items you have placed into your shopping basket.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you other than the data you choose to share with us. Additionally, you may use your internet browser to notify you of cookie placement requests, decline cookies completely and delete them entirely from your computer.

Our website may utilise the following cookies:

Google Analytics

Google Analytics cookies collect information on how visitors use our website, including details of the site where the visitor has come from and the total number of times a visitor has been to our website. We use this information to improve our website and enhance the user experience.

Google Ads

Google Ads Cookies provide targeted advertising based on your interaction on our website. We may show you adverts on other sites because you have shown an interest in certain products or services of ours (known as Remarketing – see our policy below). We may also use Google Ads Cookies to track conversions so that we can understand how our Google Advertising is performing to tailor them to our audience better.

Social media (e.g. LinkedIn, Twitter, Facebook, Instagram, TikTok, Snapchat, YouTube, Pinterest etc.)

We use social media cookies to understand how our social presence drives traffic to our website and how users interact with our website. We also track how our social media posts are performing to tailor them to our audience better.

Remarketing Policy

We may use a Google remarketing cookie on our website – this allows us to collate lists of visitors who have visited our website and show tailored, targeted adverts to them later. Third-party vendors, including Google, use cookies to serve ads based on someone's past visits to our website. Any data collected will be used in accordance with our privacy policy and Google's privacy policy. You may opt out of the remarketing cookie by visiting your Google Ad Settings.