



Privacy Policy

Introduction

At Oxford Energy Academy Ltd we are committed to protecting and respecting your privacy. We work very hard to keep your information safe and we want our use of your data to be secure. We follow strict procedures on how personal information is stored and used, and we also limit who sees it to help stop any unauthorised person getting hold of it.

This Privacy Policy (and any other documents referred to in it) sets out the basis on which we will process and use any personal information about our website visitors that we collect from them and they provide to us. Please read this Privacy Policy carefully to understand our practices regarding your personal information and how we will treat it. 'Website' refers to the site at www.oxford-energy-academy.co.uk.

Identity and Contact Details

We have a legal duty to protect personal information that we collect under the current Data Protection Act 1998, (the "DPA") and the General Data Protection Regulation (EU) 2016/679, (the "GDPR") when it becomes enforceable from 25 May 2018.

For the purposes of the DPA and GDPR, we are the data controller and are Oxford Energy Academy of. Avenue One, Station Lane, Witney, Oxfordshire OX28 4XZ

Questions, concerns, comments, requests or complaints regarding this Privacy Policy, our Website and/or our use of your personal information should be addressed at info@oxford-energy-academy.co.uk, or by contacting us on 01993 771155

Personal Information We Collect from You

- We may collect and use various types of personal information about visitors to our Website. Details of this information are set out below:
- We will collect details from our website questionnaire (under the "Get in Touch" tab) if you submit one to us, so that we can reply to you. This includes your name, email and telephone number and the nature of your enquiry
- We may collect certain other information that you give us, for example, if you report a problem with our website to us.

Bases for Processing Your Data

When we collect and use Website Visitors' personal information we have to have a legal basis. The basis for processing your data are:

Our contract *with you* – if you have made an enquiry about our services, then the processing of the personal data, provided when you enquired through our website, is necessary for the performance our contract with you. In short, we need your data to be able to respond.

- *Our legal obligation* – in certain circumstances when Oxford Energy Academy Ltd have been requested and in accordance with complying with a legal obligation to the relevant UK authorities, then we will process data to fulfil this obligation. This may be with the Police or other governmental or judicial authorities as requested.

Sensitive Personal Information

We do not collect sensitive personal information via the website.

How We Use Personal Information

We use your information to provide information you have asked for, to enter into contracts with you (if applicable), and to provide you with a good experience of our Website. Without this information, we may be unable to correspond with you, or send you e-mails to provide you with information or services that you have requested

- We collect and use personal information about our Website Visitors for the following purposes
- Responding to enquiries from you, corresponding with you and recording any communications.
- Providing information that you ask us for and carrying out our obligations under any contracts that we enter into with you.
- Providing information about changes to our services.
- Upholding your right to have your data erased.

We do not share website visitors' personal information with third parties for the purposes of sending them marketing information where we Transfer and Store Personal Information. The personal information that we collect from our website visitors will not be transferred to, and stored at, destinations outside the European Economic Area, (the "EEA").

Retention of Personal Information

We will keep your personal information for limited and appropriate periods of time only. If you are a customer of our business, we will retain any information you may provide

through the website only for as long as is necessary to fulfil our contractual commitments to you, unless otherwise indicated by you.

Your Rights in Your Personal Information

You have certain rights in respect of the personal information that we hold about you. Details of these rights are set out below. To exercise any of these rights, please contact us via email at info@oxford-energy-academy.co.uk, or by contacting us on 01993 771155

We will process all personal data in line with your rights, in each case to the extent required by and in accordance with applicable law only. We will respect your personal information rights in respect of:

- **Access.** At your request we will confirm to you whether or not we are processing and using personal information about you. If we are we will provide you with a record, and a copy, of such personal information and/or other details to which you are entitled. **Rectification.** We will correct any inaccurate personal data and complete any incomplete personal data (including by providing a supplementary statement) that we hold about you.
- **Prevention of processing likely to cause damage or distress.** We will respect your rights under the DPA and GDPR to require us to cease or not to begin processing your personal information for a specific purpose, or in a specific way, that is likely to cause you or any third parties unwarranted damage or distress.
- **Erasure.** We will erase your personal information at your request without undue delay.
- **Restriction.** We will restrict the processing of your personal information in certain circumstances if you ask us to do so.
- **Data portability.** We will provide you or third parties on your behalf with a copy of any personal information that we hold about you which you have provided to us in a structured, commonly used and machine-readable format.
- **Objection.** (including objection to direct marketing). We will respect your general rights to object to the processing of your personal information in certain circumstances, including for direct marketing purposes. We will usually inform you (before collecting your information) if we intend to use your information for such purposes.

Cookies

Our Website uses “cookies” and other tracking technologies which are placed and stored on your computer hard drive or in the browser memory, if you agree, when you visit our Website.

We use technical information gathered in this way for site management and security purposes and for:

- Improving our Website and ensuring that content is presented effectively.
- Managing our Website and ensuring that it is safe and secure
- Administering our Website and for internal operations, including trouble shooting data analysis, testing, research, statistical and survey purposes. (automatically collected technical information about visits to our Website is used for these purposes).

Changes to Our Privacy Policy

We reserve the right to modify this Privacy Policy from time to time. Any changes we make in the future will be posted on the website: <http://www.oxford-energy-academy.co.uk>
You should check back frequently to see any updates or changes to our Privacy Policy.

Complaints

If you have any complaints regarding this Privacy Policy that you feel have not been resolved by talking to us, you may also contact the UK Information Commissioner at telephone number 0303 123 1113 or <https://ico.org.uk/>.