

# PHK Education Privacy Policy

## 1. INTRODUCTION

This privacy notice provides you with details of how PHK Education collects, processes and uses your personal data about yourself and child through of our site [www.phkeducation.com](http://www.phkeducation.com) and your rights in relation to it.

**Priya Kara** is the data controller and is responsible for your personal data (referred to as “we”, “us” or “our” in this privacy notice).

PHK Education offers coaching study programmes for children and support for parents and guardians.

### Contact Details

PHK Education registered company number 12473868

Our full details are: Priya Kara

Email address: [priya@phkeducation.com](mailto:priya@phkeducation.com)

Address: Granville Place, Elm Park Road, Pinner, HA5 3NF

## 2. THE TYPE OF PERSONAL INFORMATION WE COLLECT AND WHY WE COLLECT IT.

We currently collect and process the following information:

Personal Information about Parent/guardian: This data includes purchases related to coaching services and includes your name, title, billing address, email address and phone number contact details. We process this data to supply coaching services you have purchased and to keep records of such transactions.

Personal information about student: This data includes name, address and an email address, students progress related to work and progression and some contextual information in relation to lifestyle, interests and skills.

Communication data: This data includes any communication that you send to us through contact forms on our website, email, text, social media messaging or posting or any other communication that you send us. We process this data for the purposes of communicating with you and record keeping.

Contact forms: When you fill in a contact form we take this to mean you would like us to contact you. We will add you to our mailing email list which you can unsubscribe from at any time.

Photographs: No photographs or videos of students or names will be published without parents/guardians consent.

Sensitive Data: We do not collect any of the following Sensitive Data about you: details about your race or ethnic origin, religious or philosophical beliefs, sexual orientation, political opinions, date of birth, passport numbers. We do not collect any information about criminal convictions and offences. If you choose to disclose sensitive data to me about your mental or physical health as part of my coaching programme with you, I will treat it in strict confidence.

The website is not intended for or targeted at children, and we do not knowingly or intentionally collect information about children. If you believe that we have collected information about a child, please contact us at [priya@phkeducation.com](mailto:priya@phkeducation.com), so that we can delete the information.

### 3. HOW WE COLLECT YOUR DATA AND WHAT WE DO WITH YOUR DATA

Most of the personal information we process is provided to us directly by you as a parent or guardian for one of the following reasons:

Information may be collected by filling in forms on our website, sending us emails or downloading materials from our website or by telephone.

Information is collected where we need the personal information to perform a contract with you, or where the processing is in our legitimate interests and not overridden by your data protection interests or fundamental rights and freedoms. In some cases, we may also have a legal obligation to collect personal information from you.

If we ask you to provide personal information to comply with a legal requirement or to perform a contract with you, we will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (as well as of the possible consequences if you do not provide your personal information).

We post customer testimonials and comments on our website, which may contain your name. We obtain consent via email from a parent or guardian prior to posting the name and testimonial.

We use a third-party service provider to manage credit/debit card processing. This service provider is not permitted to store, retain, or use information you provide except for the sole purpose of credit/debit card processing on our behalf.

**You are able to remove your consent at any time. You can do this by contacting [priya@phkeducation.com](mailto:priya@phkeducation.com)**

### 4. WHAT WE DO WITH YOUR DATA

In addition to the uses identified elsewhere in this Privacy Policy, we may use parents/guardians Personal Information:

- Improve the Email List;
- To provide the course of coaching programme
- Seek feedback about the study experiences
- To record upon progress of the student
- Send emails or blog content to you which we think may be of interest to you;
- Promote use of our services to you and share promotional and information content with you in accordance with your communication preferences;
- Meet legal requirements.
- Professional advisers including banker, auditors and insurers.

### 5. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. When we have no ongoing legitimate business need to process your Personal Information (parents/guardians and students), we securely delete the information or anonymise it or, if this is not possible, then we will securely store your Personal Information and isolate it from any further processing until deletion is possible.

Parents/guardians email address obtained from the website or contact forms will be retained for blogs or newsletter campaigns, but can be unsubscribed at any time.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers.

## 6. THIRD-PARTY LINKS

This website includes links to third-party websites and email mail outs. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and we encourage you to read the privacy notice of every website you visit. However, we never share your information with any third parties for their direct marketing purposes.

## COOKIE POLICY

This Website may place and access certain Cookies on your computer. PHK Education uses Cookies to improve your experience of using the Website and to improve our range of products and services. PHK Education has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times. All Cookies used by this Website are used in accordance with current UK and EU Cookie Law. Before the Website places Cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling PHK Education to provide a better experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of the Website may not function fully or as intended.

This Website may place the following Cookies: Type of Cookie Purpose Analytical/Performance Cookies They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

We use Squarespace's default cookies. For more information, including instructions on how to opt out of cookies, [check this out](#).

You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser. For more information generally on cookies, including how to disable them, please refer to [www.aboutcookies.org](http://www.aboutcookies.org) You will also find details on how to delete cookies from your computer.

## YOUR RIGHTS

Under data protection laws you have rights in relation to your personal data that include:

**You have the right to request Access-** you have the right to request copies of all of your personal data PHK Education holds about you or your child. In an event, PHK Education will respond to you within one month, if further notice is needed PHK Education shall notify you.

**You have the right to correction your information-** It is important that you keep data changes upto date to support the services for you.

**You have the right erase your personal information-** You are entitled to ask to delete or remove personal information. However, it may not be possible to comply with your request due to ongoing regulatory or legal obligations in relation to the personal information. You can ask us to erase your personal information for the following reasons:

- where we no longer need to use your personal information for the reasons we told you we collected it for;
- where we needed your consent to use your personal information, you have withdrawn your consent and there is no other lawful way we can continue to use your personal information;
- where you object to our use of your personal information and we have no compelling reason to carry on handling it;

- where we must erase your personal information to comply with a law we are subject to.

**You have the right to Transfer or restriction of information-** you think we hold inaccurate personal information about you;

- our handling of your personal information breaks the law, but you do not want us to delete it;
- we no longer need to process your personal information, but you want us to keep it for legal reasons; or
- where we are handling your personal information because we have a legitimate interest

Where you exercise your right to restrict us from using your personal information, we will then only process your personal information when you agree, except for storage purposes and to handle any legal claims.

**You have the right to Object** -You may object to us handling your personal information where we are handling your personal information based on our legitimate interests. If you ask us to stop handling your personal information in this way, we will stop unless we can show you that we have compelling grounds as to why we should continue to use your personal information.

**You have the right to Rectify-** any inaccurate personal information we hold about you. You also have the right to ask us to complete personal information which you think is incomplete.

Portability of data and (where the lawful ground of processing is consent) to withdraw consent. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

If we have collected and processed your personal information with your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.

You may unsubscribe from our marketing communications by clicking on the “unsubscribe” link located on the bottom of our emails, updating your communication preferences, or by sending us email at [priya@phkeducation.com](mailto:priya@phkeducation.com).

You will not have to pay a charge for exercising your rights. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances. If you make a request, we have one month to respond to you.

If you have any concerns about our use of your personal information, you can contact us at [priya@phkeducation.com](mailto:priya@phkeducation.com).

You also have the right to complain to the ICO, the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)) if you are unhappy with how we have used your data. We would be grateful if you would contact us first if you do have a complaint so that we can try and resolve it for you.

The ICO’s address:

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

## **UPDATES AND CONTACT**

We keep our privacy policy under regular review. Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email or post.

Please check back frequently to see any updates or changes to our privacy policy.

We would always rather you speak to us first if you have any questions about our handling of your personal data, so we can resolve any problems as quickly as possible. If you have any questions about this Privacy Policy or our treatment of the information you provide us, please write to us by email at [priya@phkeducation.com](mailto:priya@phkeducation.com)

This privacy policy was updated on 8<sup>th</sup> June 2021