

Privacy Policy

This Privacy Notice tells you what to expect in relation to personal information about you which is collected, handled and processed by Academize Limited, when you visit our website or register for our courses.

Academize Ltd is part of the Bluestones Group of Companies. A list of the current companies within the Bluestones Group is available here:
www.bluestonesgroup.co.uk

Academize Ltd is the Data Controller in relation to personal data you provide to us.

We may process the following categories of personal data about you:

- **Communication Data**

Communication between us whether from website contacts, emails, social media or other communication methods will be processed for the purposes of communicating with you, record keeping and is necessary for any legal requirements Processing of such data will be on the lawful ground of consent and being in our legitimate interest.

- **Customer Data**

This includes your name, title, email address, billing address, contact details and purchase details. This information is processed to supply the service and to record the transaction. The lawful ground for this processing



address:

VAT Reg No: 458767433
Unit A, Telford Court, Chester Gates, Chester, CH1 6LT
Registered name: Academize Ltd

Registered number: 15399013

Registered business

www.academize.co.uk

Version 2
July 2025



is consent and the performance of the contract between us and / taking steps at your request to enter into the contract.

- **User Data**

Data about how you use our services and website and data that you publish on our website or online services will be processed as part of the website operation and ensure relevant content is available to you. This data is published for maintenance and administrative purposes and data will be processed for the lawful ground of consent and legitimate interests.

- **Technical Data**

Use of the website will involve processing data such as ip address, login data, browser details, views and navigation paths. The data is processed to administer our website and deliver relevant content to you. The lawful ground for processing this data is consent and our legitimate interests.

- **Marketing Data**

This includes your data about marketing preferences for marketing information from us and third parties and your communication preferences. Such processing is to allow you to participate in promotions, receive content on new material and courses, to deliver marketing material to you and to understand the effectiveness of the advertising. Our lawful ground for processing is consent and our legitimate interests which in this case enables us to study the use of our services and to enable the growth of those services.



How we collect and hold the information

You may provide personal data to us directly (e.g. by completing forms or emailing us) or through your contact with associated companies in the Bluestones Group. We may collect certain data as you use our website through the use of cookies and similar technologies.

We may process your personal data without your knowledge or consent in circumstances where this is required or permitted by law.

All the personal data we have is stored on our database in the UK. The only exception relates to a small number of nominated courses where the third party provider is in the EU. To enable access to the related online package we are required to send your email address to a third party provider in the EU. This is necessary to perform the contract and consent will be requested in our terms of business.

Disclosure of your information

We may share your personal data with the parties set out below:

- Other companies in the Bluestones Group as outlined above;
- Service providers who provide IT and system administration services
- Professional advisers including lawyers, bankers, auditors and insurers
- Third parties to whom we may sell, transfer or merge parts of our business or our assets
- Third party companies working with us to provide courses (e.g. Senior Mental Health Lead Course)



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We require the third parties, referred to above, to respect the security of your personal data and to comply with the legal obligations relating to the data. We only permit third parties to process your personal data for the specified purposes and in accordance with our instructions.

Your rights

Your rights relating to personal data, under data protection laws, includes the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground for processing is consent) to withdraw consent.

Further information about these rights is available [here](#).

To exercise any of the above rights please email the data controller (contact details are below). at any time to ask for a copy of the information about you that we hold in addition to your right to be forgotten. If you would like to make a request for information please go to our website.

Retention of your data

Your data will be retained for no longer than is necessary and in accordance with our Data Retention Policy.

Call Recording Policy

Please be advised that telephone calls to and from our business may be recorded for training, monitoring, quality assurance and transcription purposes. The transcription is to capture call summary and actions.



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Concerns

Our data protection officer is: Managing Director of Connex Education Partnership Limited

The contact details are:

Post:

Managing Director / Data Protection Officer
Academize Limited
Unit A Telford Court
Chester Gates Business Park
Chester
CH1 6LT

Telephone: 0330 390 4139

Email: support@academize.co.uk

If you wish to discuss, or raise concerns, about the way we are collecting or using your personal data you may contact our Data Protection Officer. You have the right to complain to the Information Commissioner's Office (ICO) (www.ico.org.uk) However, we ask that you contact the Data Protection Officer in the first instance so they have the opportunity to resolve the concern directly and promptly.



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Cookies

During the course of any visit to The Company's website, the pages you see, along with a short text file called a 'cookie', are downloaded to your computer. Many websites do this, because cookies enable website publishers to do useful things like find out whether you have visited the website before.

A cookie is a small amount of data, which often includes an anonymous unique identifier that is sent to your browser from a website's computer and stored on your computer's hard drive. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a web site to access the cookies it has already sent to you, not the cookies sent to you by other sites. Cookies record information about your online preferences. Users have the opportunity to set their computers to accept all cookies, to notify them when a cookie is issued, or not to receive cookies at any time.

Changes to the Privacy Notice

This Privacy Notice may be changed by us at any time.



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