

Next Step Qualifications – Privacy Policy

Last updated: 20th August 2025

Next Step Qualifications Ltd (“Next Step Qualifications”, “we”, “our” or “us”) is committed to protecting your privacy and ensuring your personal information is handled securely and responsibly. This Privacy Policy explains how we collect, use, store, and protect your data when you use our services.

1. Who We Are

Next Step Qualifications Ltd is a UK-based training provider offering accredited online courses. We act as the **Data Controller** for the personal information you provide to us.

If you have questions about this policy, please contact us:

 shaun@nextstepqualifications.com

2. What Information We Collect

When you enrol on a course, use our website, or contact us, we may collect the following information:

- **Personal details** – name, date of birth, address, contact information
- **Learning information** – enrolment details, course progress, assessment submissions, results, certificates
- **Financial details** – payment information (processed securely via third-party providers; we do not store full card details)
- **Special category data** – only where necessary (e.g. medical evidence to support an extension request or learning needs)
- **Technical information** – IP address, device type, browser, cookies (see Section 9)

3. How We Use Your Information

We use your information for the following purposes:

- To process your course enrolment and provide learning services
- To support you with tutoring, assessments, and certification
- To communicate important updates about your course or account

- To meet awarding body and regulatory requirements
- To improve our services and monitor quality
- To send you relevant marketing communications (only if you have opted in)

4. Legal Basis for Processing

We process your information under the following lawful bases:

- **Contract** – to deliver the course and services you have purchased
- **Legal obligation** – to meet regulatory and awarding body requirements
- **Legitimate interests** – to improve our services and communicate essential updates
- **Consent** – for optional marketing or where sensitive information is shared voluntarily

5. Sharing Your Information

We only share your personal information when necessary, including with:

- Awarding organisations (e.g. NCFE) for registration and certification
- Tutors and assessors delivering your course
- IT service providers hosting our learning platform
- Payment processors handling your transactions
- Regulators or authorities where legally required

We do **not** sell or share your data with third parties for unrelated marketing purposes.

6. How Long We Keep Your Information

- Learner records: up to **6 years** after completion (in line with awarding body requirements)
- Financial records: **6 years** (for tax/legal compliance)
- Special category data (e.g. medical evidence): kept only as long as necessary for the purpose collected

After this, your data will be securely deleted or anonymised.

7. Your Rights

You have the following rights under UK GDPR:

- Right to access your personal data
- Right to correct inaccurate or incomplete data
- Right to request deletion (where applicable)
- Right to restrict processing in certain circumstances
- Right to data portability
- Right to object to marketing or certain uses of your data
- Right to withdraw consent at any time (where consent was given)

To exercise your rights, please contact us at **shaun@nextstepqualifications.com**.

8. Data Security

We take appropriate technical and organisational measures to protect your personal information, including:

- Secure servers and encrypted data storage
- Restricted staff access based on role
- Regular monitoring and safeguarding of learner records
- Secure third-party processors under contract

10. International Data Transfers

We primarily store data within the UK. If we transfer information outside the UK/EEA, we will ensure adequate safeguards (e.g. Standard Contractual Clauses) are in place to protect your data.

11. Changes to this Policy

We may update this Privacy Policy from time to time to reflect legal, technical, or business changes. We encourage you to review it periodically.

12. Complaints

If you are unhappy with how we handle your data, please contact us first.

You also have the right to complain to the **Information Commissioner's Office (ICO)** at www.ico.org.uk.