

LEARNING SPOT LTD

Trading as The Builders Academy™

Privacy Policy

1. Introduction

Learning Spot Ltd trading as The Builders Academy™ (“The Builders Academy™”, “we”, “us”, or “our”) is committed to protecting your privacy and handling personal information transparently, securely, and responsibly.

This Privacy Policy explains how we collect, use, process, store, and protect personal information when you:

- visit our website;
- use our Learning Management System (LMS);
- purchase or enrol onto courses;
- contact us; or
- otherwise interact with our services.

This Policy is designed in accordance with:

- the UK General Data Protection Regulation (UK GDPR);
 - the Data Protection Act 2018; and
 - the Privacy and Electronic Communications Regulations (PECR).
-

2. Who We Are

Learning Spot Ltd trading as The Builders Academy™ is the Data Controller responsible for your personal data.

Company Name: Learning Spot Ltd
Trading Name: The Builders Academy™
Website: www.thebuildersacademy.co.uk
Email: admin@thebuildersacademy.co.uk

3. Information We May Collect

We may collect and process the following types of personal information:

- name;
 - address;
 - telephone number;
 - email address;
 - date of birth;
 - payment and billing details;
 - learner identification documents;
 - training records and assessment results;
 - certification details;
 - login and account activity;
 - IP addresses and browser/device information;
 - communications and correspondence;
 - marketing preferences; and
 - CCTV footage where applicable at training centres.
-

4. How We Collect Information

We may collect personal information:

- directly from you;
 - through course bookings and registrations;
 - through website forms and online portals;
 - via our LMS systems;
 - through telephone, email, or written communications;
 - through cookies and website analytics;
 - from Training Partners, employers, or resellers acting on your behalf; and
 - from awarding bodies or accreditation organisations where applicable.
-

5. How We Use Personal Information

We may use personal information for:

- course administration and learner support;
- training delivery and assessments;
- certification and awarding body registrations;
- processing payments and preventing fraud;
- communicating regarding bookings and services;
- maintaining learner records;
- complying with legal or regulatory obligations;
- quality assurance and auditing;
- safeguarding and health and safety purposes;
- improving our website, systems, and services; and

- marketing communications where permitted by law.
-

6. Lawful Basis for Processing

We process personal data only where a lawful basis applies, including:

- performance of a contract;
 - compliance with legal obligations;
 - legitimate business interests;
 - consent where required; and
 - protection of vital interests where applicable.
-

7. Sharing Your Information

We may share personal information where reasonably necessary with:

- awarding bodies;
- accreditation organisations;
- Training Partners;
- subcontractors and assessors;
- payment providers;
- IT and cloud service providers;
- insurers;
- professional advisers;
- regulatory authorities; and
- law enforcement agencies where legally required.

We do not sell personal data to third parties.

Third parties processing personal data on our behalf are required to maintain appropriate confidentiality and security measures.

8. Marketing Communications

Where permitted by law, we may send communications relating to:

- courses;
- training updates;
- services;
- offers; and
- relevant industry information.

You may opt out of marketing communications at any time by:

- clicking unsubscribe links where available; or
- contacting us directly.

Apparently every organisation on earth now sends emails titled “just checking in” until civilisation collapses beneath promotional newsletters. We nevertheless try to keep communications relevant.

9. Cookies and Website Tracking

Our website may use cookies, analytics tools, and similar technologies to:

- improve website functionality;
- analyse website traffic;
- remember preferences;
- improve user experience; and
- maintain website security.

Users may manage cookie preferences through browser settings where applicable.

Disabling cookies may affect website functionality or access to some services.

10. Data Security

We implement reasonable technical and organisational measures designed to protect personal data against:

- unauthorised access;
- accidental loss;
- unlawful processing;
- destruction;
- disclosure; or
- alteration.

Security measures may include:

- password protection;
- restricted access controls;
- secure hosting environments;
- encrypted systems where appropriate;
- anti-virus and firewall protections; and
- staff awareness and training.

Whilst reasonable security measures are used, no online system can ever be guaranteed completely secure.

11. Data Retention

We retain personal data only for as long as reasonably necessary for:

- training administration;
- certification requirements;
- legal obligations;
- audit requirements;
- dispute resolution; and
- legitimate business purposes.

Retention periods may vary depending on awarding body requirements, legal obligations, or contractual arrangements.

Where personal data is no longer required, it will be securely deleted, anonymised, or destroyed.

12. Your Rights

Under applicable data protection legislation, you may have rights including:

- the right to access your personal data;
- the right to request correction of inaccurate information;
- the right to request deletion in certain circumstances;
- the right to restrict processing;
- the right to object to processing;
- the right to data portability where applicable; and
- rights relating to automated decision-making where relevant.

Requests relating to personal data should be submitted in writing using the contact details below.

We may request proof of identity before processing requests.

Requests are normally processed free of charge unless requests are manifestly unfounded, excessive, or repetitive, in which case a reasonable administrative fee may apply where permitted by law.

13. Data Breaches

We take data security seriously and maintain procedures designed to identify, investigate, and manage suspected personal data breaches.

Where required by law, breaches may be reported to:

- affected individuals; and/or

- the Information Commissioner's Office (ICO).
-

14. International Transfers

Where personal data is transferred outside the United Kingdom, we will take reasonable steps to ensure appropriate safeguards are in place in accordance with applicable data protection legislation.

15. Changes to This Policy

We may update this Privacy Policy periodically to reflect:

- legal changes;
- operational requirements;
- regulatory guidance; or
- service improvements.

The latest version will always be available on our website.

16. Contact Information

For any questions regarding this Privacy Policy or personal data matters, please contact:

Learning Spot Ltd
Trading as The Builders Academy™

Email: admin@thebuildersacademy.co.uk
Website: www.thebuildersacademy.co.uk

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your personal data has been processed unlawfully.

ICO Website: www.ico.org.uk