



Privacy Policy

1. Introduction

This Privacy Policy explains how First Class Education ("we", "us", "our") collects, uses, discloses, and protects your personal data when you use our services or visit our website. We are committed to safeguarding your privacy and ensuring compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information We Collect

Personal Information: We may collect details such as your name, email address, telephone number, postal address, and any other information you voluntarily provide when contacting us, registering for our services, or interacting with our website.

Usage Data: We may also gather non-personal data including your IP address, browser type, operating system, referring URLs, pages visited, and the date/time of your visits to help us analyse trends and improve our services.

3. How We Use Your Information

We use your personal data to:

- Provide, operate, and improve our services.
- Communicate with you regarding enquiries, support, or service updates.
- Process transactions and manage your account if applicable.
- Send you promotional materials or updates, where you have given your consent.
- Comply with legal obligations.

4. Legal Basis for Processing

We process your data in accordance with UK GDPR on the following legal bases:

- Your consent, where you have provided it.
- The necessity to perform a contract with you.
- Compliance with our legal obligations.
- Our legitimate interests in ensuring the effective operation and improvement of our services.

5. Data Sharing and Disclosure

We do not sell or rent your personal data to third parties.

We may share your data with trusted third-party service providers (such as hosting services, payment processors, or IT support) who assist in our operations. These providers are bound by confidentiality agreements and are only permitted to use your data as necessary.

We may disclose your information if required by law or in order to protect our rights, property, or safety, or that of our users.

6. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance your user experience, analyse site usage, and support our marketing efforts.

You can adjust your browser settings to manage or refuse cookies, although this may affect some website functionality.

7. Data Security

We implement appropriate technical and organisational measures to secure your personal data, including encryption, access controls, and secure data storage.

While we take reasonable steps to protect your data, please note that no method of transmission over the internet or electronic storage is completely secure.

8. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected or as required by law.

Once your data is no longer required, we will securely delete or anonymise it.

9. Your Rights

Under UK GDPR, you have the following rights regarding your personal data:

Access: You may request access to the personal data we hold about you.

Rectification: You may request correction of any inaccurate or incomplete information.

Erase: You can request that your personal data be deleted, under certain conditions.

Restriction: You can request that we limit the processing of your data in certain circumstances.

Objection: You may object to the processing of your data for specific purposes.

Data Portability: You have the right to receive your personal data in a structured, commonly used, and machine-readable format.

To exercise any of these rights, please contact us using the details provided in Section 12.

10. International Data Transfers

If your data is transferred outside the UK, we will ensure that appropriate safeguards are in place to protect your data in accordance with UK legislation.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date. We encourage you to review the policy periodically.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us at:

Email: info@firstedu.co.uk please title all emails with 'Privacy'

Address: 60 Cherry Garden Road, Great Waltham, Essex, CM3 1DJ

Phone: 07791495298

By using our services or visiting our website, you acknowledge that you have read and understood this Privacy Policy and agree to the collection and use of your personal data as described above.

This policy is effective as of 01/01/2025 and remains in effect until further notice.