

Privacy Notice Template for Customers



**Transforming
Learning
Group**

PRIVACY NOTICE

BACKGROUND:

Transforming Learning Group: turn IT on / Schools ICT / Vital York / SBM Services UK Ltd // Locker Technology Ltd / GDPR Sentry / SalamanderSoft Limited / EduFin understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our employees and customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About Us

Transforming Learning Group.

Registered in England under company number 04995157.

Registered address: Unit 1F, Network Point, Range Road, Witney Oxfordshire, OX29 0YN.

Address: TIO: Unit 1F, Network Point, Range Road, Witney Oxfordshire, OX29 0YN

VAT number: 837 1722 24.

Data Protection Officer: Steve Baines

Email address: Steve.Baines@transforming-learning.co.uk

Telephone number: 01865 597620, option 3.

Postal address: Unit 1F, Network Point, Range Road, Witney Oxfordshire, OX29 0YN.

We are regulated by Information Commissioners Office (ICO).

We are a member of ISO 27001, ISO 9001, Cyber Essentials

2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What Is Personal Data?

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

4. **What Are Your Rights?**

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- h) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- i) Rights relating to automated decision-making and profiling. Part 6 explains more about how we use your personal data, including automated decision-making.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first, using the details in Part 11.

5. **What Personal Data Do We Collect and How?**

We may collect and hold some or all of the personal and non-personal data set out in the table below, using the methods also set out in the table.

Data Collected	How We Collect the Data
Identity Information including Name, Title.	Customer Portal, website, support ticket.
Contact information including address, email address and telephone numbers.	Customer Portal, website, support ticket.
Business information including business name, job title.	Customer Portal, website, support ticket.
Payment information including bank account number, sort code.	Customer Portal, website, support ticket.
Profile information including purchase history, preferences.	Customer Portal, website, support ticket.
Data from third parties including contact information, profile information.	Customer Portal, website, support ticket.

6. How Do We Use Your Personal Data?

Under the Data Protection Legislation, we must always have a lawful basis for using personal data. The following table describes how we will use your personal data, and our lawful bases for doing so:

What We Do	What Data We Use	Our Lawful Basis
Administering our business.	Name, Title, address, email address and telephone numbers	Contract and/or our Legitimate Interests
Supplying our products and services to you.	Name, Title, address, email address and telephone numbers.	Contract and/or our Legitimate Interests
Managing payments for our products and services.	Name, Title, bank account number and sort code.	Contract and/or our Legitimate Interests
Personalising and tailoring our products and services for you.	Name, Title, job title and business name.	Contract and/or our Legitimate Interests
Communicating with you.	Name, Title.	Contract,our Legitimate Interests and/or Consent
Supplying you with information by email and post that you have opted-in-to (you may opt-out at any time by emailing the enquiry.)	contact information, profile information and preferences.	Contract,our Legitimate Interests and/or Consent

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email, telephone or post with information, news, and offers on our products or services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the Data Protection Legislation and the Privacy

and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out. We will always obtain your express opt-in consent before sharing your personal data with third parties for marketing purposes and you will be able to opt-out at any time.

We use the following automated systems for carrying out certain kinds of decision-making. If at any point you wish to query any action that we take on the basis of this or wish to request 'human intervention' (i.e. have someone review the action themselves, rather than relying only on the automated method), the Data Protection Legislation gives you the right to do so. Please contact us to find out more using the details in Part 11.

- The following automated decision-making method may be used:
 - Data sync tools to transfer data collected under a law basis for processing to other systems.
- The following automated profiling may take place:
 - None.

We will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact us using the details in Part 11.

If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so.

In some circumstances, where permitted or required by law, we may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

7. How Long Will We Keep Your Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

Type of Data	How Long We Keep It
Identity Information including Name, Title.	Data is retained for future communication or contract.
Contact information including address, email address and telephone numbers.	Data is retained for future communication or contract.
Business information including business name, job title.	Data is retained for future communication or contract.
Payment information including bank account number, sort code.	Data is retained from twelve month after the contract or SLA ends.
Profile information including purchase history, preferences.	Data is retained from twelve month after the contract or SLA ends.

8. **How and Where Do We Store or Transfer Your Personal Data?**

We will store some of your personal data in the UK. This means that it will be fully protected under the Data Protection Legislation.

We will store some of your personal data] within the European Economic Area (the “EEA”). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the EU GDPR and/or to equivalent standards by law. Transfers of personal data to the EEA from the UK are permitted without additional safeguards.

9. **Do We Share Your Personal Data?**

We will not share any of your personal data with any third parties for any purposes, subject to the following exceptions.

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

We may share your personal data with other companies in our group for service delivery. This includes subsidiaries or our holding company and its subsidiaries.

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party’s obligations under the law, as described above in Part 8.

If any personal data is transferred outside of the UK, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained above in Part 8.

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

10. **How Can You Access Your Personal Data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is

'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request in one calendar month in accordance with the ICO. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

11. **How Do You Contact Us?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

Email address: dpo@turniton.co.uk

Telephone number: 01865 597620, option 3

Postal Address: Unit 1F, Network Point, Range Road, Witney, Oxfordshire, OX29 0YN

12. **Changes to this Privacy Notice**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available internally and on the company website.

This Privacy Notice was last updated on 22nd April 2026