

Privacy Policy

Last updated: 20 May 2026

This Privacy Policy explains how Infills Group, including Infills Academy and Infills Agency, collects, uses, stores, and protects your personal data when you use our website, services, training programmes, recruitment services, or contact us.

Throughout this policy, “we”, “our”, and “us” refer to Infills Group.

WHO WE ARE

Infills Group operates through:

- Infills Academy
- Infills Agency

We are committed to protecting your personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable privacy laws.

THE INFORMATION WE COLLECT

We may collect and process the following personal data:

- Full name
- Postal address
- Email address
- Telephone number
- Date of birth (where required for course enrolment or compliance)
- Employment information
- CVs and application forms
- Booking or enquiry details
- Payment and transaction information
- Course enrolment and training records
- Feedback, survey responses, and testimonials

- Website usage information, including cookies, browser type, IP address, and device information
- Communication records between you and our business

We only collect personal data that is necessary for legitimate business purposes.

HOW WE COLLECT YOUR DATA

You directly provide most of the data we collect. We may collect and process your data when you:

- Subscribe to newsletters or updates
- Complete contact forms
- Request a booking or consultation
- Apply for a course or job role
- Submit documents or CVs
- Purchase services or training
- Provide feedback or complete surveys
- Contact us via email, phone, social media, or website forms
- Use or browse our website via cookies and analytics tools

We may also receive information from third parties where permitted by law, such as:

- Awarding bodies and regulators
- Recruitment platforms
- Payment providers
- Professional references
- Marketing or analytics providers

OUR LEGAL BASIS FOR PROCESSING YOUR DATA

Under UK GDPR, we process your personal data under one or more of the following lawful bases:

- Your consent
- Performance of a contract

- Compliance with a legal obligation
- Legitimate interests pursued by our business

Where consent is required, you may withdraw it at any time.

HOW WE USE YOUR DATA

We may use your data to:

- Process bookings, enquiries, applications, and transactions
- Deliver training courses and recruitment services
- Enrol learners onto courses
- Verify qualifications and compliance requirements
- Contact potential students, clients, or staff members
- Respond to enquiries and provide customer support
- Send service updates and administrative communications
- Improve our website, services, and user experience
- Request feedback or reviews
- Send marketing communications where legally permitted
- Meet legal, regulatory, and insurance obligations
- Prevent fraud or misuse of our services

We may contact you via:

- Email
- Telephone
- SMS/text message/whatsapp
- Social media
- Postal mail

MARKETING COMMUNICATIONS

We may send you information about services, training opportunities, offers, recruitment opportunities, and updates that we believe may be relevant to you.

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

- Clicking the unsubscribe link in marketing emails
- Contacting us directly via email

Opting out of marketing will not affect essential service communications.

HOW WE STORE AND PROTECT YOUR DATA

We securely store your data using:

- Encrypted devices and systems
- Secure cloud-based storage platforms
- Password-protected software
- Restricted staff access controls
- Secure backup systems
- Lockable filing systems where paper records are required

Our website is hosted on secure servers protected by industry-standard security measures, including encryption, firewalls, and access controls.

Payments made through our website are processed using secure third-party payment providers that comply with applicable payment security standards, including PCI-DSS requirements where relevant.

While we take reasonable steps to protect your data, no internet transmission or storage system can be guaranteed to be completely secure.

HOW LONG WE KEEP YOUR DATA

We retain personal data only for as long as necessary for the purposes for which it was collected, including:

- Educational records and audits required by NEBDN or regulatory bodies
- Recruitment and staffing records
- Financial and tax obligations
- Legal or insurance requirements
- Resolving disputes and enforcing agreements

Retention periods may vary depending on the type of service provided.

Once retention periods expire, your data will be securely deleted, anonymised, or destroyed.

SHARING YOUR DATA

We do not sell your personal data.

We may share your information with trusted third parties where necessary, including:

- Awarding organisations and regulators
- Payment processors
- IT and website service providers
- Professional advisers
- Recruitment and compliance partners
- Government authorities or law enforcement where legally required

All third parties are expected to keep your information secure and process it lawfully.

INTERNATIONAL DATA TRANSFERS

Some third-party service providers may store or process data outside the United Kingdom.

Where this occurs, we ensure appropriate safeguards are in place to protect your data in accordance with UK GDPR requirements.

YOUR DATA PROTECTION RIGHTS

Under UK data protection law, you have the right to:

- Access your personal data
- Correct inaccurate or incomplete data
- Request deletion of your data in certain circumstances
- Restrict processing of your data in certain circumstances
- Object to processing based on legitimate interests
- Request transfer of your data to another provider
- Withdraw consent where processing relies on consent
- Lodge a complaint with the Information Commissioner's Office (ICO)

We will respond to requests within one month where applicable.
To exercise your rights, please contact us using the details below.

COOKIES

Cookies are small text files stored on your device to help improve website functionality and analyse visitor behaviour.

For more information about cookies, visit:

<https://www.allaboutcookies.org>

HOW WE USE COOKIES

We use cookies to:

- Understand how users interact with our website
- Improve website performance and functionality
- Analyse website traffic and marketing effectiveness
- Remember preferences and settings
- Enable communication forms and website features

TYPES OF COOKIES WE USE

Our website may use:

- Essential cookies
- Analytics cookies
- Functional cookies
- Advertising and marketing cookies

You can control cookies through your browser settings.

THIRD-PARTY LINKS

Our website may contain links to external websites. This Privacy Policy applies only to Infills Group websites.

We are not responsible for the privacy practices or content of third-party websites.

CHILDREN'S PRIVACY

Our services are generally intended for individuals aged 16 and over.

Where we knowingly collect personal data from individuals under 18, we process this information only where appropriate safeguards and lawful bases apply.

HOW TO CONTACT US

If you have questions about this Privacy Policy or wish to exercise your rights, please contact:

Infills Group

Email:

- admin@infillsacademy.com
- info@infillsagency.co.uk

COMPLAINTS

If you are unhappy with how we use your data, you have the right to complain to the Information Commissioner's Office (ICO).

Website: <https://www.ico.org.uk>

CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time.

Any changes will be posted on this page and take effect immediately upon publication.

We encourage users to review this policy regularly to stay informed about how we protect personal data.