



October 2025

Privacy Policy

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Effective Date: October 2025

This Privacy Policy applies to:

- E-CAREERS PROFESSIONAL DEVELOPMENT – FZCO (Company License Number 77739) And any subsidiaries trading via www.e-careers.com (collectively referred to as “e-Careers”, “we”, “us”, or “our”).

We are committed to protecting the privacy of all learners, employers, and visitors. This Privacy Policy outlines how we collect, use, disclose and store personal data across our platforms and services.

We are registered with the Office of the Information Commissioner ICO Number Z7369024.

1. Legal Basis for Processing

We process personal data under the following legal bases:

- **Consent** (e.g. for marketing communications)
- **Contractual necessity** (e.g. to deliver your course or apprenticeship)
- **Legal obligations** (e.g. ESFA or financial compliance)
- **Legitimate interest** (e.g. service improvement, fraud prevention)

2. Who This Policy Applies To

This Privacy Policy applies to:

- **Individual learners**, including those who have enrolled through self-funding, government and third-party funding or Career Academy participants
- **Apprenticeship learners**, employers, and training managers
- **Corporate clients and representatives**
- **Website visitors, event attendees, and prospective customers**

3. Personal Data We Collect

We may collect the following data, depending on your relationship with us:

3.1 Personal Identification

- Name, title, date of birth, gender
- Email address, phone number, postal/billing address

3.2 Account & Learning Information

- Username/password
- Course enrolments, progress, assessments
- Communications with tutors or advisors
- Career Academy activity and submissions

3.3 Financial Information

- Payment details, finance application status
- Purchase history
- Refund and cancellation records

3.4 Apprenticeship/ESFA Information

If you are undertaking an apprenticeship:

- National Insurance number
- Residency status and prior learning history
- Employment contract, working hours, job role
- Unique Learner Number (ULN), Individual Learning Record (ILR) data
- Employer contact details

This data is required to meet funding compliance as set out by the Education and Skills Funding Agency (ESFA).

3.5 Corporate Client Information

- Company name, job role, department
- Purchase orders and invoicing contact details

3.6 Technical Data

- IP address, device/browser info
- Website usage statistics (via cookies)

- Login timestamps, support requests

4. How We Use Your Data

We use personal data for the following purposes:

Purpose	Lawful Basis
Delivering courses, apprenticeships and events	Contract
Providing Career Academy training and placements	Contract
Processing payments and finance applications	Contract / Legal
Registering for exams and issuing certificates	Contract
Contacting you with service updates	Legitimate Interest
Complying with ESFA data returns and audits	Legal Obligation
Marketing communications (where opted-in)	Consent
Quality assurance and performance analytics	Legitimate Interest

5. Marketing and Communications

With your explicit consent, we may send you:

- Course recommendations
- Offers and promotions
- Content that may be relevant to your course or career
- Newsletter updates
- Invitations to webinars or events

You may unsubscribe at any time using the link in our emails.

We do not sell or rent your data to third parties for marketing purposes.

6. Career Academy-Specific Data Use

Participants in the Career Academy programme agree to provide additional data for:

- Work experience matching
- CV and LinkedIn writing support
- Work experience host engagement and references
- Participation feedback and placement tracking

7. Apprenticeship Funding and ESFA Requirements

As a registered training provider, we are legally required to share certain data with the Education and Skills Funding Agency (ESFA).

This includes:

- Learner contact and demographic information
- Employment status and eligibility details
- Learning progress and attendance
- Assessments and certification outcomes

The ESFA may use this data to carry out audits, funding reconciliation, and destination tracking under the Apprenticeship Accountability Framework.

The ESFA privacy notice is available here:

<https://www.gov.uk/government/publications/esfa-privacy-notice>

8. Data Sharing and Third Parties

We only share personal data with:

- Awarding bodies
- External exam providers
- Payment providers or finance partners
- Apprenticeship employers or employer providers
- Career Academy work experience hosts
- Suppliers who are involved in the delivery of courses or services related to courses
- IT support and CRM systems
- Legal, auditing, or government authorities (as required by law)

All third parties are subject to strict data protection agreements. Your data will never be sold or used for unauthorised purposes.

9. Data Storage and Security

We store data securely using encryption, firewalls, secure passwords and access controls.

10. Data Retention

We retain your personal data for as long as necessary to:

- Fulfil the purposes outlined in this policy
- Meet legal, audit or regulatory obligations
- Defend against potential legal claims

11. Your Data Rights

Under the UK GDPR, you have the right to:

- Access your personal data
- Correct any inaccurate or incomplete data
- Request deletion of your data (where legally permissible)
- Restrict or object to processing
- Withdraw marketing consent
- Lodge a complaint with the Information Commissioner's Office (ICO)

12. Cookies and Website Tracking

Please refer to our separate Cookie Policy for full details on how we use cookies, analytics and thirdparty tools on our websites.

13. Updates to This Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes in:

- Legal or regulatory requirements
- Our business operations
- The way we use your data

14. Contact Us

For any questions, concerns, or complaints relating to your privacy:

- Email: dpo@e-careers.com
- Phone: +44 (0) 20 3198 7700
- Post: Data Protection Officer, e-Careers Ltd, Unit 6, Waterside Drive, Langley, Slough, SL3 6EZ, UK