

Customer privacy notice

This privacy notice tells you what to expect us to do with your personal information:

- [Contact details](#)
- [What information The Learning Engine collects, uses, and why](#)
- [Lawful bases and data protection rights](#)
- [Where The Learning Engine gets personal information from](#)
- [How long The Learning Engine keeps information](#)
- [Who The Learning Engine shares information with](#)
- [How to complain](#)

Contact details

Telephone: 0330 223 8226

Email: stacy@thelearningengine.co.uk

What information The Learning Engine collects, uses, and why

The Learning Engine collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Addresses
- Payment details
- Financial transaction information
- Correspondence

The Learning Engine collects or uses the following information for information updates or marketing purposes:

- Marketing preferences
- Photographs from training events which may be used for marketing purposes

The Learning Engine collects or uses the following information to comply with legal requirements:

- Any other personal information required to comply with legal obligations

Lawful bases and data protection rights

Under UK data protection law, The Learning Engine must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s Website.

Which lawful basis The Learning Engine rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where The Learning Engine gets personal information from and who The Learning Engine shares personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask The Learning Engine to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask The Learning Engine to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how The Learning Engine can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that The Learning Engine transfers the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When The Learning Engine uses consent as it’s lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, The Learning Engine must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact The Learning Engine using the contact details at the top of this privacy notice.

The Learning Engine's lawful basis for the collection and use of your data

The lawful basis for collecting or using personal information for dealing with queries, complaints or claims are:

- **Consent** - The Learning Engine has permission from you after it gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time
- **Contract** - The Learning Engine has to collect or use the information so it can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object
- **Legal obligation** - The Learning Engine has to collect or use your information so it can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for information updates or marketing purposes are:

- **Consent** - The Learning Engine has permission from you after it gives you all the relevant information. All of your data protection rights may apply, except the right to object. You have the right to withdraw your consent at any time
- **Contract** - The Learning Engine is required to collect or use the information so it can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object
- **Legal obligation** - The Learning Engine is required to collect or use your information so it can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information to comply with legal requirements are:

- **Consent** - The Learning Engine has permission from you after it gives you all the relevant information. All of your data protection rights may apply, except the right to object. You have the right to withdraw your consent at any time
- **Contract** - The Learning Engine is required to collect or use the information so it can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object

- **Legal obligation** - The Learning Engine is required to collect or use your information so it can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where The Learning Engine gets personal information from

- Directly from you
- Publicly available sources

How long The Learning Engine keeps information

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period, we consider the nature of the data, potential risk of harm from unauthorised use, and applicable legal requirements. We limit the data we hold to just two core categories:

- **Commercial Contracts:** We retain contract documents and associated corporate contact details for 6 years following the date of contract expiry or termination. This aligns with the statutory limitation period for breach of contract claims under the UK Limitation Act 1980
- **Invoices and Financial Transaction Records:** We retain invoices, payment details, and billing records for 6 years from the end of the financial year in which the transaction occurred. This is a mandatory requirement to comply with UK tax law and HMRC record-keeping regulations.

Once these specific retention windows have passed, your personal data will be securely deleted, destroyed, or permanently anonymised so that it can no longer be associated with you.

Who The Learning Engine shares information with

The Learning Engine share personal information with

- Relevant regulatory authorities (where appropriate)
- External auditors or inspectors (where appropriate)
- Professional consultants (where appropriate)

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint in writing to The Learning Engine using the email below:

Email: stacy@thelearningengine.co.uk

If you remain unhappy with how The Learning Engine has used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: : <https://www.ico.org.uk/make-a-complaint>

Document Control

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1.0	24 Aug 2026	The Learning Engine	Initial issue