

## BPP Privacy Policy



1. What is the purpose of this Privacy Policy?	2
2. Who we are	2
3. Important information about this Policy	3
4. Your personal data	3
5. How is your personal data collected?	5
6. How we use your personal data	6
7. Disclosures of your personal data	13
8. VLE	14
9. International transfers	14
10. Data Security	15
11. Data retention	16
12. Your legal rights	16
13. Glossary	17

## 1. What is the purpose of this Privacy Policy?

BPP respects your privacy and is committed to protecting your personal data. The aim of this Privacy Policy is to give you information on how BPP collects and processes your personal data through:

- a) your use of BPP websites, including any data you may provide through BPP websites when you make an enquiry or purchase a product or any course/programme (whether online, face to face or distance learning) and whether on behalf of yourself or as an employer client ("Services");
- b) your registration for, purchase of or use of any BPP products and/or Services (including but not limited to courses, programmes or study materials (in any medium));
- c) your use of any BPP social media channel; and
- d) your sending of personal data to BPP by any other means.

This Policy will also inform you of what we do with personal data, how we look after personal data and tell you about your privacy rights and how the law protects you.

It is important that you read this Privacy Policy together with any other privacy policy or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This Privacy Policy supplements the other notices and is not intended to override them.

This Privacy Policy is provided in a layered format so, if you wish, you can select the specific areas of the Policy you are interested in, as set out below. We have also included a Glossary to help you understand the meaning of some of the terms used in this Privacy Policy.

## 2. Who we are

### Data Controller

BPP Professional Education Sp. z o.o. is the data controller and responsible for your personal data so when we mention "BPP", "we", "us" or "our" in this Privacy Policy, we are referring to BPP Professional Education Sp. z o.o.

This Policy shall apply to any BPP website including any subdomains that may be made available by us from time to time; including websites with the ending [bpp.pl](http://bpp.pl) and all BPP social media channels ("**Website(s)**").

### Contact details

If you have any questions about this Privacy Policy, including any requests to exercise your legal rights, please contact us using the following details:

BPP Professional Education Sp. z o.o. Chałubińskiego 8 00-613 Warszawa

Email address: [student@bpp.pl](mailto:student@bpp.pl)

Phone number: +48 509 903 454

You have the right to make a complaint at any time to The Office of Personal Data Protection. We would, however, appreciate the chance to deal with your concerns before you approach The Office of Personal Data Protection so please contact us in the first instance.

### 3. Important information about this Policy

#### Changes to the Privacy Policy and your duty to inform us of changes

On 25 May 2018 the data protection law in Poland. This Privacy Policy sets out your rights under the new laws.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

We may update this Privacy Policy from time to time. This version was last updated on May 25th 2018.

#### If you reject the terms of this Privacy Policy

If you do not agree to your personal data being used in accordance with this Privacy Policy, please do not submit your personal data to us through the Website or any other means.

#### Third-party links

The Website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy policies. When you leave our Website, we encourage you to read the privacy policy of every website you visit.

Through the course of your studies you may also be directed to use third party platforms (for example: Turnitin, LinkedIn Learning, Oracle or Gmetrix for the Microsoft Office Specialist programme). We do not control these third-party platforms and are not responsible for their privacy policies or responsible for personal data which may be transferred by you to such third parties. When using these platforms, we encourage you to read their terms of use and privacy policy.

### 4. Your personal data

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- 4.1. **Contact Data** includes billing address, delivery address, postal address, email address and telephone numbers.

- 4.2. **Eligibility Data** includes education/academic history and records of qualifications and/or training.
- 4.3. **Employment Data** (this is relevant where your place on a course or programme is sponsored by your employer/future employer) includes name of employer, job title, work contact details (email address, telephone number and postal address) and NIP number.
- 4.4. **Financial Data** includes bank account, billing information and invoicing details.
- 4.5. **Identity Data** includes first name, maiden name, last name, student reference number, username or similar identifier (including any student registration number assigned to you by an external body who shares information with us such as ACCA, CIMA, CFA), marital status, title, date of birth and gender.
- 4.6. **Marketing and Communications Data** includes your preferences in receiving marketing from us and your communication preferences.
- 4.7. **Profile Data** includes your usernames and passwords (for BPP platforms), purchases or orders made by you, your interests, preferences, feedback, survey responses and enquiries submitted to BPP.
- 4.8. **Student Data** includes the course or programme you are studying with BPP, your years of study, records of achievements on the course or programme (exam, assessment and mock results), exam scripts, exam transcripts, attendance and progress information, feedback from lecturers or personal tutors (including student references), emails sent by you to BPP, emails sent/received by you to or from your BPP email address or messages posted on BPP's VLE, information relating to your involvement in BPP's alumni network, information relating to your registration for or attendance at any BPP hosted/advertised events, information relating to allegations of academic misconduct or other matters of discipline, information relating to any application for mitigating circumstances, any application for deferrals and any complaints made by you or about you to BPP.
- 4.9. **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- 4.10. **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us, including records of any discount codes used.
- 4.11. **Usage Data** includes information about your visit to a Website, including the Uniform Resource Locators (URL) clickstream to, through and from the Websites (including date and time), products and/or services you viewed or searched for, page response times, download errors, lengths of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs) and methods used to browse away from the page and any phone number used to call our customer services numbers.

We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this Privacy Policy.

## Special Categories of Personal Data

The law requires that "special categories" of particularly sensitive personal information require higher levels of protection than other personal data.

In some circumstances we may also collect, store and use the following "special categories" of more sensitive personal information:

- 4.12. **Medical information** – this information may be collected where a medical issue is having an impact on your studies with BPP (for example, you may have a prolonged period of absence; or you make an application for a deferral where an illness is preventing you from studying; or where a medical issue has affected your performance in or attendance of an exam). It may also include dietary requirements where you are attending a catered BPP event. This information is voluntary.

## If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to enrol you onto a relevant course or programme or provide goods or services to you). In this case, we may have to withdraw your application or cancel/restrict a product or Service you have with us, but we will notify you if this is the case at the time.

## 5. How is your personal data collected?

We use different methods to collect data from and about you including through:

- 5.1. **Direct interactions.** You may give us your Identity, Contact, Eligibility, Employment, Financial and Marketing and Communications Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
  - 5.1.1. apply for a course or programme;
  - 5.1.2. submit an online query or request a call back;
  - 5.1.3. purchase goods or services from us;
  - 5.1.4. speak with one of our teams;
  - 5.1.5. create an account on our Website;
  - 5.1.6. subscribe to a service or publication;
  - 5.1.7. subscribe, register, take part in or view any BPP webinar;
  - 5.1.8. request marketing to be sent to you;
  - 5.1.9. enter a competition, promotion or complete a survey; or
  - 5.1.10. give us feedback.

- 5.2. **Through your Studies.** You may give us your Student Data throughout your time on a course or programme. This includes personal data you provide when you:
- 5.2.1. attend lectures, seminars, webinars or other learning sessions;
  - 5.2.2. submit work for assessment;
  - 5.2.3. take exams or other forms of assessment;
  - 5.2.4. submit any applications relating to your studies;
  - 5.2.5. raise any issues or questions with your lecturer; or
  - 5.2.6. contact one of our teams.
- 5.3. **Automated technologies or interactions.** As you interact with our Website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies.
- 5.4. **Third parties.** We may receive personal data about you from various third parties as set out below:
- 5.4.1. Contact, Eligibility, Employment and Identify Data from your employer where your employer/future employer is sponsoring your place on a BPP course or programme;
  - 5.4.2. Identity, Eligibility, Transactional and Student Data from any external awarding bodies which you may be registered with in order to complete the course or programme you are studying with BPP, including ACCA, CIMA or CFA.
  - 5.4.3. Identity and Student Data from any third party assessment/examination centre or external exam marker or invigilator;
  - 5.4.4. Student Data from any freelance tutor or external presenter engaged by BPP who has delivered teaching to you as part of your course or programme;
  - 5.4.5. Identity and Student Data from any third party assessment/exam portal provider;
  - 5.4.6. Identity and Student Data from any third party survey organisation or portal provider;
  - 5.4.7. Technical Data from analytics providers such as Google; advertising networks; and search information providers;
  - 5.4.8. Contact, Financial and Transaction Data from providers of technical, payment and delivery services.

## 6. How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- 6.1. Where we need to perform the contract we are about to enter into or have entered into with you.

- 6.2. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- 6.3. Where we need to comply with a legal or regulatory obligation.
- 6.4. Where we have your consent.

below you can find out more about the types of lawful basis that we will rely on to process your personal data.

Where we are relying on your consent as a legal basis for processing your personal data, for example where we collect voluntary “special category” personal data (as set out in this Policy above) you may withdraw your consent to this processing at any time by contacting us.

### Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which legal basis we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Please be aware that, if you are a student with BPP, in the majority of cases we will have a contract in place with you in respect of the course or programme you are undertaking. Therefore, our lawful basis for processing your personal data will be to perform our contract with you.

However, in some instances we will have a contract in place with your employer or prospective employer. For example, some businesses will ask BPP to deliver a bespoke course or programme to a group of its employees. In these cases, BPP has a contract in place with your employer and not you as an individual. In these scenarios, BPP will process your personal data as necessary for our legitimate interests, i.e. the delivering of services to your employer under a contract in place between BPP and your employer.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
<b>Students or prospective students</b>		
To respond to enquiries or requests for information	(a) Identity (b) Contact	(a) Performance of a contract with you (b) Consent

To assess your eligibility to be enrolled onto a particular course or programme with BPP	(a) Contact (b) Eligibility (c) Employment* (if sponsored by an employer) (d) Identity	(a) Performance of a contract with you (b) *Necessary for our legitimate interests (to deliver services to your employer under a contract in place between BPP and your employer)
To register/enrol you as a student with BPP	(a) Contact (b) Eligibility (c) Employment* (if sponsored by an employer) (d) Identity	(a) Performance of a contract with you (b) *Necessary for our legitimate interests (to deliver services to your employer under a contract in place between BPP and your employer)
To deliver the course or programme to you	(a) Contact (b) Identity (c) Profile (d) Student	(a) Performance of a contract with you (b) *Necessary for our legitimate interests (to deliver services to your employer under a contract in place between BPP and your employer)
To: (a) Manage payments, fees and charges (b) Collect and recover money owed to us (c) Keep records for audit/accounting purposes (d) Defend any legal claims brought against BPP	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Student	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us or defend legal claims) (c) Necessary to comply with a legal obligation
To participate in surveys or similar research and analysis exercises undertaken by governmental or other agencies or by third parties engaged by such bodies	(a) Identity (b) Eligibility (c) Student	(a) Necessary for our legitimate interests (to study how students use our services, to develop them, to grow our business and to inform our strategy) (b) Necessary to comply with a legal obligation
<b>Customers (or prospective customers) of learning materials</b>		
To register you as a new customer when purchasing learning materials from BPP	(a) Identity (b) Contact	Performance of a contract with you
To process and deliver your order including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us or defend legal claims) (c) Necessary to comply with a legal obligation

(c) Keep records for audit/accounting purposes (d) Defend any legal claims brought against BPP		
<b>Clients of BPP (including employer clients)</b>		
To register you as a client of BPP	(a) Identity (b) Contact	Performance of a contract with you
To process and deliver the services: (a) Manage payments, fees and charges (b) Collect and recover money owed to us (c) Keep records for audit/accounting purposes (d) Defend any legal claims brought against BPP	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us or defend legal claims) (c) Necessary to comply with a legal obligation
<b>Suppliers to BPP</b>		
To register you as a supplier of BPP	(a) Identity (b) Contact	Performance of a contract with you
To process and receive goods/services: (a) Manage payments, fees and charges (b) Keep records for audit/accounting purposes (c) Defend any legal claims brought against BPP	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to defend legal claims) (c) Necessary to comply with a legal obligation
<b>For All</b>		
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to provide feedback or take a survey	(a) Identity (b) Contact (c) Profile (d) Marketing and Communications	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
To enable you to partake in a prize draw, competition or complete a survey	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to study how customers use our products/services, to develop them and grow our business)

	Communications	
To administer and protect our business and our Website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To deliver relevant Website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our Website, products/services, marketing, student/customer/client relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about goods, services or events that may be of interest to you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile	Necessary for our legitimate interests (to develop our products/services and grow our business)

## How we use particularly sensitive personal information

"Special categories" of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:

Purpose/Activity	Type of data	Lawful basis for processing
<b>Students or prospective students</b>		
To: (a) Monitor periods of absence	Medical data (may include doctors notes or medical	(a) Performance of a contract with you (b) Your explicit consent (this information is

(b) Deal with applications for mitigating circumstances (c) Deal with applications for deferrals (d) Confirm any dietary requirements for BPP catered events	records)	voluntary)
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Less commonly, we may also process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent (for example if you suffer a medical problem whilst on BPP's premises).

## Consent

We do not need your consent if we use special categories of your personal information in accordance with our written policy to carry out our legal obligations.

In limited circumstances (as set out above), we ask you for your written consent to allow us to process certain particularly sensitive data. When we do, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent.

You should be aware that it is not a condition of your contract/right to study with us that you agree to any request for consent from us. However, we may not be able to provide you with certain services (such as learning support) if you do not agree to provide such data to us.

## Automated decision-making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We are allowed to use automated decision-making in the following circumstances:

- 6.5. Where we have notified you of the decision and given you 21 days to request a reconsideration.
- 6.6. Where it is necessary to perform the contract with you and appropriate measures are in place to safeguard your rights.
- 6.7. In limited circumstances, with your explicit written consent and where appropriate measures are in place to safeguard your rights.

If we make an automated decision on the basis of any particularly sensitive personal information, we must have either your explicit written consent or it must be justified in the public interest, and we must also put in place appropriate measures to safeguard your rights.

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified you.

We do use automated technologies and decision making when deciding what marketing messages you receive. However, we do not envisage that any other decisions will be taken about you using automated means, however we will notify you in writing if this position changes.

## Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. We will only send marketing where you have agreed to receive marketing from us.

## Promotional offers from us

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, Services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased goods or Services from us or if you provided us with your details when you entered a competition or registered for a promotion and, in each case, you have not opted out of receiving that marketing.

## Third-party marketing

We will get your express opt-in consent before we share your personal data with any company outside the BPP group of companies for marketing purposes.

## Opting out

You can ask us to stop sending you marketing messages at any time by contacting us.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of you entering into a contract with us.

## Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

## Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please [contact us](#).

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

## 7. Disclosures of your personal data

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 6 above.

- 7.1. Internal Third Parties as set out in the [Glossary](#).
- 7.2. External Third Parties as set out in the [Glossary](#).
- 7.3. Specific third parties listed in paragraph [5 above](#) (under the 'Third parties' heading).
- 7.4. Specific third parties listed in paragraphs [8 and 9 below](#).
- 7.5. External venues where some element of a course or programme (or event) is delivered (BPP may share Identity Data with the venue for registration and health and safety purposes).
- 7.6. Future employers or education providers where you specifically request that we provide confirmation of Identity or Student Data to those parties for reference purposes.
- 7.7. Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this Privacy Policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own

purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

## 8. VLE

BPP offers a Virtual Learning Environment (“VLE”) to students and to selected sponsoring employers. The VLE is also accessed by BPP staff in order to deliver courses and programmes to students. Within the VLE the following data sharing is in operation:

- 8.1. Your name, last log-in date, campus location and course or programme may be shared with other users of the VLE.
- 8.2. The above details will be searchable to other VLE users, and you can be messaged through the VLE by other users based on your VLE user name.
- 8.3. You may also elect to share your photo, a short biography and personal email address with other VLE users (this is voluntary).
- 8.4. Your participation in online sessions (such as webinars or chatrooms), including your text, audio or video content may be recorded and shared with other VLE users.
- 8.5. Our VLE may plug in to other software/platforms used by BPP (such as Panopto, Century Tech or Inspira) where these platforms/software are used to provide training or assessment services to you.
- 8.6. Third Parties chosen by BPP may review your interaction with the VLE to help BPP continuously improve the service.
- 8.7. Exam or assessment results (including mocks) in the VLE may also be combined to derive benchmarks of performance to allow students to assess their performance in their chosen programme. These will only be presented in aggregate and individual results will not be disclosed.
- 8.8. Any assignment or assessment uploaded or completed through the VLE will be shared with the appropriate BPP staff for the purposes of assessment.
- 8.9. VLE data relevant to assessing your progress within the course or programme may also be shared with your sponsoring employer.

## 9. International transfers

As set out in this Policy, we share your personal data with BPP group companies for administrative and IT support purposes, including BPP’s parent company in the UK.

The Websites and/or any products and/or Services may be hosted on servers located outside of the EEA and maintenance and support services for the Websites and/or those products and/or Services may be provided from outside Poland and/or EEA. This means that your personal data may be transferred to, stored and processed in other countries apart from the Poland, including outside of the EEA.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- 9.1. Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe. For further details, see [European Commission: Model contracts for the transfer of personal data to third countries](#).
- 9.2. Where we use providers based in the USA, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between Europe and the US. For further details, see [European Commission: EU-US Privacy Shield](#).

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

## 10. Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

As set out in paragraph 9 above, your personal data may be held on the IT system of BPP, BPP's group companies (e.g. for the purpose of providing training or educational services to you) and/or on the IT system of another third party company (within or outside of BPP) within or outside the EEA which is providing IT hosting or other data processing services, in accordance with BPP's arrangement in place with that company.

All information that you provide to us is stored on secure servers. Any payment transactions will be encrypted using SSL technology.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of the Websites, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

## 11. Data retention

### How long will you use my personal data for?

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 for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different aspects of your personal data are available in our Retention Policy which you can request by contacting us.

As an education provider BPP will hold details of your transcript (i.e. your name, years of study, course or programme name, sponsoring employer, assessment and/or exam marks and final grade or award) indefinitely.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

## 12. Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. Please click on the links below to find out more about these rights:

[Request access to your personal data](#)

[Request correction of the personal data](#)

[Request erasure of your personal data](#)

[Object to processing of your personal data](#)

[Request restriction of processing of your personal data](#)

[Request the transfer of your personal data](#)

[Withdraw consent at any time](#)

If you wish to exercise any of the rights set out above, please [contact us](#).

## No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

## What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

## Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

## 13. Glossary

### Lawful basis

**Legitimate Interest** means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by [contacting us](#).

**Performance of Contract** means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

**Comply with a legal or regulatory obligation** means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

## Third parties

### Internal Third Parties

Other companies in the BPP group acting as joint controllers or processors and who are based outside of Poland and provide IT and system administration services and undertake leadership reporting.

For details on how BPP's parent company based in the UK use personal data, please see their privacy policy [here](#).

### External Third Parties

- Hosting provider - for the purpose of storing data on the server.
- Mailing system provider - for the use of the mailing system.
- Customer service and invoicing system provider - for the purpose of processing an order and issuing an invoice.
- CRM system provider - for the purpose of optimising workflow.
- Accounting company - for the purpose of providing accounting services to us.
- Law firm - for the purpose of providing legal services to us.
- Technical support - for the purpose of carrying out technical work on those areas where data is processed.
- Courier company - for the purposes of logistical handling of orders involving physical goods.
- Service providers acting as processors based outside of Poland who provide IT and system administration services.
- Professional advisers acting as processors including lawyers, bankers, auditors and insurers based in the UK who provide consultancy, banking, legal, insurance and accounting services.
- Any tax or other governmental authorities, regulators and other authorities acting as joint controllers based in Poland who require reporting of processing activities in certain circumstances.
- Specific regulators in the field of education, acting as joint controllers based in Poland who require reporting of processing activities in certain circumstances.

- In addition, if necessary, your personal data may be shared with entities, authorities or institutions authorized to access the data under the law, such as police, security services, courts, prosecutors.

## Your legal rights

You have the right to:

**Request access to your personal data** (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

**Request correction of the personal data** that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us. **Please be aware that this right does not apply to exam scripts or exam marks.**

**Request erasure of your personal data.** This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request. **Please be aware that this right does not apply to exam scripts or exam marks.**

**Object to processing of your personal data** where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms. **Please be aware that this right does not apply to exam scripts or exam marks.**

**Request restriction of processing of your personal data.** This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it. **Please be aware that this right does not apply to exam scripts or exam marks.**

**Request the transfer of your personal data** to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

**Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain services to you. We will advise you if this is the case at the time you withdraw your consent.

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