



Privacy Policy

Sina Learn Academy is committed to protecting your privacy and handling your personal information responsibly and transparently.

This Privacy Policy explains how Sina Learn Academy collects, uses, stores and protects personal data when you visit our website, contact us, register for a course, make an enquiry, or use our training and assessment services.

1. Who We Are

For the purposes of applicable data protection legislation, **Sina Learn Ltd** is the organisation responsible for the personal data we process.

Trading name: Sina Learn Academy

Email: sinalearnofficial@gmail.com

Data Protection Contact: Dorina Florentina Balan

Position: General Manager / Data Protection Officer

Telephone: 07946161873

If you have any questions about this Privacy Policy or how we handle your personal data, please contact us using the details above.

2. Personal Data We Collect

Depending on how you interact with Sina Learn Academy, we may collect and process information such as:

- Your name
- Email address
- Telephone number
- Postal address
- Date of birth or age where required for registration or qualification purposes
- Course and training information
- Qualification and assessment information
- Information provided when you contact us or submit an enquiry
- Payment and transaction information where required to process payments
- Information relating to your communications with us
- Website usage and technical information, such as IP address, browser type and device information, where applicable

We only collect information that is relevant and necessary for the purposes for which it is used.

3. How We Collect Your Personal Data

We may collect personal data when you:



Privacy Policy

- Visit or use our website
- Complete an online registration or enquiry form
- Enrol on one of our courses
- Contact us by email, telephone or other communication methods
- Participate in training, assessment or examination activities
- Make a payment or purchase a service
- Communicate with us regarding our services
- Otherwise provide information to us in the course of our business activities

Where we receive personal information from another organisation or third party, we will handle that information in accordance with applicable data protection requirements.

4. How We Use Your Personal Data

We may use your personal data to:

- Respond to enquiries and requests
- Process course registrations and enrolments
- Provide training, assessment and related services
- Manage learner and customer records
- Arrange and administer examinations and assessments
- Communicate with you about courses, services and relevant administrative matters
- Process payments and maintain financial records
- Meet our legal, regulatory and contractual obligations
- Maintain the security and proper operation of our website and systems
- Investigate and manage complaints, appeals or other concerns
- Monitor and improve the quality of our services
- Prevent fraud, misuse or other unlawful activity
- Send marketing communications where we have a lawful basis to do so

We will not use your personal data for purposes that are incompatible with the purpose for which it was originally collected unless permitted or required by law.

5. Lawful Basis for Processing

We process personal data only where there is a lawful basis for doing so under applicable data protection legislation.

Depending on the circumstances, this may include:

- **Consent** – where you have given clear consent for us to process your personal data for a specific purpose.



Privacy Policy

- **Contract** – where processing is necessary to provide a service or fulfil an agreement with you.
- **Legal obligation** – where processing is necessary for us to comply with a legal or regulatory requirement.
- **Legitimate interests** – where processing is necessary for our legitimate business interests and those interests are not overridden by your rights and freedoms.
- **Vital interests** – where processing is necessary to protect someone's vital interests in exceptional circumstances.

Where we rely on consent, you may withdraw your consent at any time.

6. Keeping Your Information Accurate

We take reasonable steps to ensure that personal data we hold is accurate, complete and up to date.

If your personal information changes, or you believe that information we hold about you is inaccurate or incomplete, please contact us so that we can update our records.

7. Data Minimisation

We only collect and process personal data that is adequate, relevant and necessary for the purposes for which it is used.

We do not seek to collect excessive personal information.

8. Sharing Your Personal Data

We may share personal data where this is necessary and lawful for the purposes described in this Privacy Policy.

This may include sharing information with:

- Relevant awarding organisations
- Examination or assessment organisations
- Training and education partners where appropriate
- Service providers who support our business operations
- Payment or financial service providers where required
- IT, website hosting and technical service providers
- Professional advisers where necessary
- Government, regulatory or law-enforcement bodies where we are legally required to do so

Where we use third-party service providers to process personal data on our behalf, we take appropriate steps to ensure that they provide suitable security and data protection safeguards.



Privacy Policy

We do not sell your personal data.

9. International Transfers

Where personal data is transferred outside the United Kingdom, we will ensure that appropriate safeguards are in place as required by applicable data protection law.

This may include transferring information to a country recognised as providing an adequate level of protection or using appropriate contractual or other safeguards.

10. Data Security

We take appropriate technical and organisational measures to protect personal data against:

- Unauthorised access
- Unauthorised or unlawful processing
- Accidental loss
- Destruction
- Damage
- Unauthorised disclosure

Access to personal data is restricted to individuals and organisations that have a legitimate need to access it. Although we take appropriate steps to protect personal information, no method of transmitting or storing information can be guaranteed to be completely secure.

11. How Long We Keep Your Information

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, to provide our services, and to meet applicable legal, regulatory, accounting or reporting requirements.

Retention periods may vary depending on the type of information and the reason it was collected.

For example:

- Website visitor and enquiry information may be retained for as long as necessary to deal with the enquiry or provide the requested service.
- Learner and course information may be retained for the period necessary to administer training, assessment, certification and related obligations.
- Financial and transaction information will be retained for as long as necessary to meet applicable financial, accounting and legal requirements.
- Recruitment information may be retained in accordance with applicable recruitment and data retention requirements.



Privacy Policy

- Employee and contractor information will be retained for the duration of the relevant relationship and for an appropriate period afterwards where required.

When personal data is no longer required, it will be securely deleted, destroyed or anonymised where appropriate.

12. Your Data Protection Rights

Depending on the circumstances and applicable law, you may have the right to:

- Request access to the personal data we hold about you
- Request correction of inaccurate or incomplete personal data
- Request deletion of your personal data in certain circumstances
- Request restriction of processing in certain circumstances
- Object to certain types of processing, including direct marketing
- Withdraw consent where processing is based on consent
- Request the transfer of your personal data in a structured, commonly used and machine-readable format where applicable
- Object to certain automated decision-making or profiling where applicable
- Receive information about how your personal data is processed
- Complain to the relevant data protection supervisory authority

These rights are subject to certain legal conditions and exemptions.

If you wish to exercise any of your rights, please contact us using the details provided below.

13. Direct Marketing

We may contact you about our courses, services or other relevant information where we have a lawful basis to do so.

Where consent is required for electronic direct marketing, we will obtain the appropriate consent.

You can opt out of marketing communications at any time by contacting us or using the unsubscribe option provided in the communication.

We will respect your request to stop receiving direct marketing.

14. Cookies and Website Technologies

Our website may use cookies and similar technologies to ensure that the website functions properly, improve website performance, understand how visitors use our website and, where applicable, support marketing activities.

Where required by law, we will obtain your consent before placing non-essential cookies on your device.



Privacy Policy

You can manage or disable cookies through your browser settings and, where available, our website's cookie settings.

15. Children's Privacy

Our courses may be available to learners aged 16 and over, depending on the qualification and its requirements.

Where we process personal data relating to learners under the age of 18, we will handle that information responsibly and in accordance with applicable data protection requirements.

16. Personal Data Breaches

We have procedures in place to identify, assess and respond to suspected personal data breaches. Where a personal data breach occurs, we will take appropriate action and notify the Information Commissioner's Office (ICO) or affected individuals where legally required.

If you believe that your personal data may have been compromised, please contact us as soon as possible.

17. Automated Decision-Making and Profiling

We do not intend to make decisions about individuals based solely on automated processing where those decisions produce legal or similarly significant effects, except where permitted by applicable law and where appropriate safeguards are in place.

Where applicable, individuals will be informed of their rights concerning automated decision-making and profiling.

18. Complaints About Data Protection

If you have a concern about how Sina Learn Academy has handled your personal data, please contact us first so that we have an opportunity to investigate and resolve your concern.

You can contact:

Sina Learn Academy

Email: sinalearnofficial@gmail.com

For the attention of: Dorina Florentina Balan

Telephone: 07946161873

You also have the right to raise a concern with the **Information Commissioner's Office (ICO)**, the UK's independent supervisory authority for data protection.



Privacy Policy

19. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, legal requirements or data protection practices.

The latest version will be published on this website.

20. Contact Us

If you have any questions about this Privacy Policy, your personal data, or how we process your information, please contact:

Sina Learn Academy

Email: sinalearnofficial@gmail.com

For the attention of: Dorina Florentina Balan

Position: General Manager / Data Protection Officer

Telephone: 07946161873