

# Coastal Community Learning CIC Privacy Notice

**Last updated: September 2025**

Coastal Community Learning CIC respects your privacy and is committed to protecting your personal data.

This privacy notice explains how we collect, use, and protect your personal information, your privacy rights, and how the law safeguards you.

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## Who we are

**Coastal Community Learning** provides community-based educational opportunities for adults aged **18 years and over**.

We aim to support adults in developing new skills, enhancing wellbeing, and engaging in lifelong learning within their local community.

When we collect and use your personal data, we are responsible as the “**data controller**” under the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

Our contact details are:

### **Tanya Curran**

Coastal Community Learning CIC

 [info@coastalcommunitylearning.com](mailto:info@coastalcommunitylearning.com)

 07900 566148

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## The personal information we collect and use

We may collect and process the following types of personal data when you make an enquiry, enrol on a course, or engage with our services:

- Personal information such as your name, and contact details
- Course and attendance information
- Payment and financial information (where applicable)
- Feedback and evaluation forms

- Learning or accessibility needs, where relevant

We may also collect limited **special category data** (such as health or learning needs) where it is necessary to provide appropriate support. This information will always be collected with your consent and handled with extra care.

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## How we use your personal information

We use your personal information to:

- Process course enrolments and manage your participation in our classes
- Support your learning and track attendance or progress
- Communicate important course or organisational updates
- Process payments or refunds
- Gather feedback to improve our courses and services
- Send information about new learning opportunities, if you have given consent

We will only use your personal data for the purposes for which it was collected and in line with UK data protection laws.

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## Marketing

If you give your consent, we may contact you by email, phone, or text with information about new courses, community events, or opportunities related to Coastal Community Learning.

You can withdraw your consent at any time by emailing [info@coastalcommunitylearning.com](mailto:info@coastalcommunitylearning.com) or calling **07900 566148**.

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## Lawful basis for using your information

We rely on the following lawful bases under the UK GDPR:

- **Article 6(1)(a) – Consent:** when you have given clear permission for us to use your data for a specific purpose (e.g. marketing or health disclosures).
- **Article 6(1)(b) – Contract:** when processing is necessary to deliver the learning service you have requested.
- **Article 6(1)(f) – Legitimate interests:** when processing is necessary for our legitimate interests as a learning provider, provided your rights are not overridden.

Where special category data (e.g. health information) is processed, we rely on your **explicit consent** under **Article 9(2)(a)**.

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## How long we keep your data

We keep your personal data only for as long as necessary to fulfil the purposes it was collected for, including legal, accounting, or reporting requirements.

In general:

- Course enrolment and attendance records are retained for up to **6 years** after your last course
- Financial records are kept for up to **7 years** for audit purposes
- Feedback and communication records are retained for up to **2 years**

After these periods, your data will be securely deleted or anonymised.

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## Who we share your information with

We only share your information when necessary to provide our services — for example:

- With service providers/partners who process data on our behalf (e.g. secure payment processors or learning platforms)

We do **not** sell or trade your personal information to third parties.

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## Your rights

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

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete information
- Request deletion of your data (where applicable)
- Object to certain types of processing
- Withdraw consent (where processing is based on consent)

To exercise any of these rights, please contact:

 [info@coastalcommunitylearning.com](mailto:info@coastalcommunitylearning.com)

 07900 566148

If you remain dissatisfied, you also have the right to complain to the **Information Commissioner's Office (ICO)**:

[www.ico.org.uk](http://www.ico.org.uk)

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## Changes to this notice

We keep this privacy notice under regular review.

This version was **last updated in September 2025**