

## PRIVACY POLICY

### SECURING INFORMATION

CoreSciences observes fully all Data Protection and GDPR laws and complies with all relevant obligations as required by those laws. We will only keep personal information for as long as is necessary and where there is a need to do so. All CoreSciences staff are trained to understand this compliance and to ensure it is upheld. Access to sensitive data is restricted only to those staff and systems that reasonably require such access and no personal data is ever distributed to external organisations or third parties. Data that passes between your computer and our servers is encrypted symbolised by the padlock icon next to the URL in your browser's address bar.

### INFORMATION WE MAY HOLD ABOUT YOU

When you subscribe to CoreSciences, the information we hold about you may include the following:

- contact name, school name, address, contact telephone number and email address
- details regarding your subscription such as your administrator login details, selected exam board / programme of study and the expiry date

For any staff accounts that you create, we will store the following information:

- Staff member name, tutor class /group information, individual login details
- Login access history, including IP address and session duration
- Individual audit trail of service / resource usage

For any individual student accounts that you create, we will store the following information:

- Student name, class / group, login details and associated parent logins (where applicable)
- Login access history, including IP address and session duration
- Performance data relating multiple-choice questions and required practicals.

For any parent login accounts that you create, we will store the following information:

- User's contact email address, associated student's name, parent's name (if supplied)
- Login access history, including IP address and session duration

### HOW WE MAY USE YOUR INFORMATION

We use your information to provide you with our services, and to improve and extend our services. This may include:

- providing you with information relating to products or services that you requested from us
- sending subscription renewal information
- sending service-related information
- contacting you to give you an opportunity to complete a customer satisfaction survey
- disclosing your personal data in order to comply with any legal obligation
- sending promotional material about new products, special offers, or other information we think you may find interesting or useful (this service can be opted out of \*)
- Analysis of student performance data for progress, targets, and achievements, and to be able to provide feedback to individual students, their teachers, and parents

\* Opting out of our promotional material may additionally mean that you miss important service updates and notifications about special offers and free products.

## MONITORING OF COMMUNICATIONS

Subject to applicable laws, we may monitor, record, and store safely any calls, emails, social media messages and other communications in relation to your interactions with us. This is done for a number of reasons including security of accounts, customer service improvements and when we need a record of what may have been discussed in relation to your account.

## WHERE YOUR PERSONAL INFORMATION IS STORED

Login data is stored within our online servers and all password data is stored in an encrypted form. We may also store subscription related data, not including login details or performance data on a local server located at our offices.

Email services for CoreSciences are supplied by Microsoft and Sendgrid. Any records of email communications are stored on their servers in an encrypted form and are only accessible by authorised members of CoreSciences staff.

Recordings of any telephone conversations may be stored on a local server in our office. These calls are saved as audio files and stored in a secure location where only authorised CoreSciences staff have access.

## ONLINE PURCHASES

We currently do not offer online payments but may introduce this service during 2021. Once introduced we will process all payments through a third party payment processing service provider, Shopify, PayPal or Stripe. These are industry standard online e-commerce platforms that are widely used by service providers to process payments. These third party payment providers store purchase related information on secure servers behind a firewall. Full details relating to their Privacy Policies and what data they collect and how they use it during the payment process can be found at the on their websites: [www.shopify.com](http://www.shopify.com) | [www.paypal.com](http://www.paypal.com) | [www.stripe.com](http://www.stripe.com).

## SHARING INFORMATION

CoreSciences does not share personal information with third parties. We may however disclose your personal information if we are required by law to do so or if you are in breach of any of our Terms and Conditions.

## USE OF COOKIES

A cookie, also known as a browser cookie, is a text file containing small amounts of information which A cookie is a small text file that is placed on your computer's hard drive by your browser computer or device when you visit a website or use an app. The purpose of cookies is to let you navigate between different pages on the website efficiently, remembering preferences you have given (e.g. language selection). Cookies are used within the CoreSciences site to ensure security, to track login sessions, and to allow for resuming of sessions in the event of a loss of connectivity between the user and the server. We may also use them to analyse web traffic by measuring the number of site visits and the most popular pages users visit and to tailor our service to customers' needs. The cookies that CoreSciences uses do not directly collect personal information such as name, address, email address, however they may be linked to your CoreSciences login for auditing purposes.

#### ANONYMOUS AGGREGATION OF DATA

Data may at any time be converted into statistical or aggregated data that cannot be used to identify individuals. This data will be used for analysis of service performance, troubleshooting and service improvement purposes.

#### UPDATING THIS PRIVACY POLICY

We may from time to time modify and update our privacy policy to comply with the latest legislation. The up-to-date copy of this policy can be found on this web page. If you have any questions in relation to this privacy policy please contact us.

#### UPDATING YOUR DETAILS

If any of the information that you have provided to CoreSciences changes, please contact us.