



Privacy Policy

NxtGen Education Ltd.

Registered in England & Wales

Company Registration Number: 13358224

Registered Office: 2 Lord Street, OL1 3EY

1. Introduction

NxtGen Education Ltd. (“we”, “our”, “us”) is committed to protecting your privacy and handling your personal information securely.

This Privacy Policy explains:

- what personal data we collect,
- why and how we use it,
- who we share it with,
- your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.2.

2. Information We Collect

We may collect and process the following categories of personal data:

- Identification Details – full name, date of birth, gender, national or student ID.
- Contact Information – email address, telephone/mobile number, postal and billing address, emergency contact details, and social media handles you provide.
- Course & Learning Records – course enrolments, modules chosen, attendance, assessment submissions, grades, certificates, CPD records, feedback, and learning progress.
- Application & Enrolment Information – enrolment forms, identity documents, prior qualifications, references, and eligibility evidence.

- Visa & Immigration Information – passport details, visa status, Resident Permits/Sharecode, where applicable.
- Billing & Payment Information – invoice and payment details, bank or card references, sponsor/payment authorisation information.
- Special Category Data – health, disability or learning support needs, dietary requirements for events, and any other sensitive information you provide that is necessary to deliver reasonable adjustments.
- Usage & Technical Data – IP address, device and browser information, pages visited, session times, cookies and analytics data from our website and learning platforms.
- Communications – copies of emails, messages, chat transcripts, support tickets, surveys, and testimonials (where consent is given).
- Employer / Sponsor Details – employer name, employer contact, sponsor payment details and related documentation.

3. How We Collect Your Data

We collect personal data directly from you when you:

- Complete NxtGen's online enquiry, enrolment, registration, or sign-up forms,
- Provide documents or evidence as part of enrolment, assessments, or support requests,
- Communicate with NxtGen by email, phone, messaging apps, live chat, or in person,
- Interact with the NxtGen website, learning platform, client portal, or social media pages, including through cookies and analytics,
- Make payments or financial arrangements for courses or services.

We may also receive personal data from:

- Awarding bodies, regulators, and partner training organisations,
- Employers, sponsors, or referring organisations,
- Professional referees or third-party education providers,
- Payment processors, verification services, and other service providers,
- Publicly available business directories, websites, or social media profiles.

4. How We Use Your Information

We process your data to:

- Enrol you on courses and manage registrations, timetables, and attendance,

- Deliver course content, assessments, and certification (including issuing certificates and results),
- Assess progress, provide feedback, and maintain learning records,
- Process payments, refunds, invoicing and manage account details,
- Communicate course updates, schedules, support, and administrative information,
- Provide reasonable adjustments and learning support where special category data is provided,
- Comply with legal, regulatory, and contractual obligations (including reporting to awarding bodies and regulators),
- Improve courses, services, and the website through monitoring, analytics and quality assurance,
- Protect the safety, security and integrity of services (including fraud prevention and investigation)

5. Legal Basis for Processing

We rely on the following lawful bases under UK GDPR:

- Consent – where you have explicitly agreed (for example, to receive marketing communications or to provide sensitive information for support).
- Contract – processing necessary to perform the contract for course delivery and related services.
- Legal Obligation – where UK law or regulatory requirements require processing (for example, regulatory reporting or retention of financial records).
- Legitimate Interests – for business purposes that do not override your rights (such as service improvement, security, fraud prevention, and internal administration).

Special Category Data

Where we collect health or disability information, we rely on:

- Your explicit consent (Article 9(2)(a)), **or**
- Substantial public interest (Article 9(2)(g)) where required by law or regulatory obligations.

6. Sharing Your Information

We may share your personal data with:

- Awarding Bodies, Regulators and Accreditation Partners – for certification, quality assurance and regulatory compliance,
- Immigration Authorities (e.g., UKVI) – where required for visa or immigration purposes, if applicable,
- Professional Advisors – such as lawyers, accountants, auditors where necessary,
- Trusted Service Providers and Subcontractors – including hosting providers, LMS platforms, payment processors, email and analytics services necessary to deliver courses,
- Partner Training Providers or Third-Party Delivery Partners – where courses or elements are delivered jointly, under contract,
- Legal or Regulatory Authorities – where required by law or to protect legal rights.

We do not sell your data to third parties.

7. International Data Transfers

We do not share any learner data outside the UK.

If this changes in future, we will update this policy and notify you.

8. Automated Decision-Making

We do not carry out automated decision-making or profiling that has legal or similarly significant effects on you.

If this changes in future, we will update this policy and notify you.

9. Data Retention

We retain personal data only for as long as necessary:

- Application records – typically up to 3 years after the closure of your application or service.
- Financial and visa documents – typically up to 6 years for compliance with legal obligations.

10. Your Rights

Under UK GDPR, you have the right to:

- Right of access – to request a copy of your personal data.
- Right to rectification – to correct inaccurate or incomplete data.
- Right to erasure – to request deletion, where applicable.
- Right to restrict processing – to limit how your data is used.
- Right to object – to certain processing activities.
- Right to data portability – to receive your data in a structured, commonly used format.
- Right to withdraw consent – where consent is the legal basis.

To exercise your rights, contact: complaints@nxtgenedu.co.uk

You are not legally required to provide personal data to us, but if you do not, we may be unable to process your application or provide services.

11. Security

We implement technical and organisational measures to safeguard your personal data against unauthorised access, loss, or misuse.

12. Cookies & Website Tracking

If We use cookies on our website to:

- improve user experience,
- analyse traffic and site performance,
- support marketing and recruitment activities.

Types of cookies used:

- Essential cookies – required for the website to function.
- Analytics cookies – to monitor site performance.
- Functional cookies – to remember your preferences.
- Marketing cookies – to tailor advertising.



You can manage or disable cookies through your browser settings. For details, please see our **Cookie Policy**: <https://nxtgenedu.co.uk/cookie-policy/>

13. Complaints

If you are unhappy with how we handle your data, please contact us first.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: <https://ico.org.uk>

Telephone: 0303 123 1113

14. Data Protection Officer

We are not currently required to appoint a Data Protection Officer.

However, any questions about this Privacy Policy should be directed to:

Data Protection Unit

Email: quality@nxtgenedu.co.uk

Phone: 020 4586 7400

15. Contact Us



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