

Privacy Policy

The National Extension College (NEC) values your privacy and the personal information you provide to access our courses. This privacy policy explains what information NEC collects about you and what we may do with that information.

What is the scope of this privacy policy?

This privacy policy is incorporated into the NEC Terms of Service, and applies to the information obtained by us through your use of this website, our Learning Management System and information you provide to our tutors and support staff.

NEC retains student information after the completion of your course to comply with regulatory requirements.

Will this privacy policy change?

We may need to change this policy to keep pace with changes in the services we offer and to ensure we meet the needs of the regulatory and awarding bodies. We will post any revisions to this Policy, along with their effective date, in an easy to find area of our web site, so we recommend that you periodically check back here to stay informed of any changes.

We will ask for your consent to such changes if required by applicable law. We will always maintain our commitment to respect your privacy.

By purchasing and accessing our courses, publications, materials and services means that you agree with, and consent to be bound by, the current privacy policy. If you disagree with any changes in this policy and do not wish your information to be subject to the revised policy, you will need to terminate your course before the new policy becomes effective.

What information does NEC collect and use?

We collect personal information about our users and students and where applicable, their sponsors and parents in order to provide the courses, individual tutor support and ensure that your course is accredited by the appropriate awarding bodies.

The information that you provide on our website is the minimum required to enrol you on the course. As you work with your tutor and access our Learning Management system or contact our support staff you may provide us with further personal information which is used to provide you with more tailored services and individual tutor support. In addition, we may use your contact information to send you marketing emails and details of special offers. This information also helps us and our tutors communicate with you about your use of the service, progress on the courses, product announcements and system updates, as well as respond to your requests for assistance.

NEC's web site and applications also collect and receive information from your computer or mobile device, including the activities you perform within the service, the type of hardware and software you are using (for example, your operating system or browser), and information obtained from cookies (see below) for more information.

Any other content you provide to complete assignments and coursework is only used for this purpose and is only shared with tutors, regulatory bodies, examination centres or their agents. NEC retains this work after the course is completed in order to meet the requirements of the awarding bodies. We do NOT collect information about you to deliver any targeted advertising to you, or track your visits to any third-party websites.

We will gather anonymous, non-personally identifiable information to help us improve the features and usability of our products and services, analyse user trends and information about users' use of our services, collect information about use and growth of the service in specific regions, and evaluate the content and organisation of our site. We may share this anonymous usage information with our business partners or certain promotions.

What information does NEC share?

NEC is not in the business of selling or renting user information but we do need to share your information in order to provide you with your course, tutor services, examinations entries and your qualification.

Your personal information and profile can only be accessed by NEC staff, and approved Tutors. We will share the minimum information necessary with examination centres and awarding bodies so that you can take your examinations and gain your qualification.

We take payment for the courses and services through WorldPay or through an instalment plan administered by Premium credit. Your bank or credit card and personal details information is only passed to these companies as needed to process your payment. NEC does not store your credit card or bank details.

We may disclose personal information to other parties if:

- We believe it is necessary to investigate potential violations of our Terms of Service
- To enforce awarding body regulations, investigate cheating or plagiarism
- Where we believe it is necessary to investigate, prevent or take action regarding illegal activities, suspected fraud or potential threats against persons, property or the systems on which we operate the Service
- Where required or permitted by law to protect the rights, property or personal safety of The National Extension College and our users or is required to comply with applicable laws, including compliance with warrants, court orders or other legal process

- We need to do so in connection with the sale or reorganisation of all or part of our business, as permitted by applicable law

We reserve the right to inform your parent, sponsor, employer, awarding bodies or law enforcement agencies in the above circumstances.

Our Learning Management System provides forums and bulletin boards for you to interact with other students and with tutors. In posting on these you are agreeing to share any personal information you may disclose within the post with anyone who has access to the forum or bulletin board. NEC staff and tutors will moderate postings from time to time and may remove posts or comments that are deemed inappropriate or offensive without notice. Users may also request the removal of postings by contacting the NEC or their tutor.

What information is collected about children?

NEC obtains consent from a parent or guardian before we collect, use and disclose the personal information of children who are under 16 years of age. We do not knowingly collect personal information from children under 16 years of age without such consent, and if we learn that we have inadvertently done so we will promptly act to resolve the situation.

Will NEC send me emails?

From time to time we may want to contact you with information about product announcements, system updates and special offers. You may opt out of such communications at any time by using appropriate "unsubscribe links", your profile settings on our Learning Management System or by contacting us directly.

How secure is my information?

When you use NEC systems, save your information, upload assignment materials or contact our staff, information that you provide is stored on our servers located either on our premises or on facilities provided by our hosting service providers within the European Union.

NEC is committed to protecting the security of your information and takes reasonable precautions to protect it. However, Internet data transmissions, whether wired or wireless, cannot be guaranteed to be 100% secure, and as a result, we cannot ensure the security of information you transmit to us; accordingly, you acknowledge that you do so at your own risk. Once we receive your data transmission, we make all commercially reasonable efforts to ensure its security on our systems:

- Your NEC password is protected by encryption, and only you have access to it

- Your personal information and data stored in our systems is protected by various physical, electronic and procedural safeguards. It is housed in a secure facility, and NEC restricts physical and network access to this facility to select trained staff. We regularly evaluate our technologies, facilities, procedures and potential risks to maintain the security and privacy of our users' data
- Certain NEC services support the use of standard SSL encryption to protect data transmissions. However, this is not a guarantee that such data transmissions cannot be accessed, altered or deleted due to firewall or other security software failures

If NEC learns of a security system breach, we may attempt to notify you and provide information on protective steps, if available, through the email address that you have provided to us or by posting a notice on our web site.

How can I access or correct information NEC holds about me?

Users who wish to (i) access any Personal Information that we hold about you; (ii) request that we correct or delete the information that we hold about you; or (iii) request that we not use or stop using your contact information for marketing purposes may do so by contacting us at NEC. We will comply with such requests to the extent permitted or required by law insofar as it does not prevent us from providing your course and associated services.