

Privacy Policy

Cambridge Spark Limited is a company registered in England with company number 10333201. We focus on teaching the latest tools and techniques in data science and software development to equip individuals with the most relevant skills for industry needs.

Our registered office address is: 1st Floor, Platinum Building, St John's Innovation Park, Cowley Road, Cambridge, CB4 0DS.

You can contact us by email at contact@cambridgespark.com or by phone on 020 4592 3724.

Our Information Commissioner's Office (ICO) registration reference is ZA242406.

We are committed to:

- Protecting your personal data.
- Being transparent about our collection and use of your personal data.
- Respecting your privacy.

What is Personal Data?

Personal data is any information that identifies an individual or can be used to help identify an individual; for example, a name, email address, IP address, or location data. We do our very best to keep your personal data secure.

What Personal Data Do We Collect and Why?

We collect and process personal data to provide and enhance our services, comply with legal obligations, and improve user experiences. The types of personal data we collect depend on your interaction with us and may include:

1. Information You Provide to Us:

When you interact with us, whether by registering on our site, using our services, or corresponding with us, we may collect the following data:

- Name
- Email address
- Phone number
- Address (for billing purposes)
- Education details (for course enrollment)
- Career details (for job application services, if applicable)
- Interests in our topics and products

We collect this information to administer our relationship with you. This includes providing access to our courses and training for learners, processing applications for job candidates, managing internal HR files for employees and freelancers, and coordinating with corporate partners and B2B clients.

2. Information We Collect Automatically:

When you visit our site or use our services, we may automatically collect certain information, including:

- IP address
- Browser type and version
- Time zone setting
- Operating system and platform
- Information about your visit (e.g., page interaction, clicks, time spent on pages)

We collect this information to:

- Optimise the performance of our site and services.
- Improve the user experience by understanding how you interact with our content.
- Ensure the security and stability of our site.

3. Information We Receive from Third Parties:

We may receive information about you from third parties, such as business partners, payment processors, and analytics providers. This information may include:

- Transaction data (e.g., payments made to us)
- Analytics data (e.g., usage patterns on our site)

We use this information to:

- Improve our services and offerings.
- Monitor the effectiveness of our content and marketing efforts.

Legal Basis for Processing Your Personal Data

We process your personal data based on the following legal grounds:

- **Contract:** To fulfil our contractual obligations to you, such as providing access to our courses and services.
- **Legitimate Interests:** To improve our services and ensure the security of our site.
- **Consent:** For specific activities, such as sending you newsletters or using cookies (you can withdraw your consent at any time).
- **Legal Obligation:** To comply with legal requirements, such as maintaining accurate records for tax purposes.

How Do We Use Your Personal Data?

We use your personal data to:

- Provide and personalise our services.
- Process payments and manage your account.
- Communicate with you about our services and updates.
- Improve our site and services through analytics and feedback.
- Ensure the security of our site and services.

Who Do We Share Your Personal Data With?

We may share your personal data with selected third parties, including:

- **Service Providers:** Such as payment processors, cloud storage providers (e.g., Google Cloud Platform), and analytics providers (e.g., Google Analytics). These third parties help us provide our services and are required to process your data securely and only in accordance with our instructions.
- **Business Partners:** For collaborative projects or services where your data is necessary to deliver the agreed services.
- **Legal and Regulatory Authorities:** If required by law or to protect our legal rights.

We do not sell your personal data or share it with third parties for marketing purposes without your explicit consent.

Where Do We Store Your Personal Data?

The Company may transfer personal data to a country or territory outside of the United Kingdom (UK) to accommodate international cloud infrastructure. Core platforms are hosted within data centres in the UK or European Economic Area (EEA), which are officially recognised by the UK government as providing an adequate level of data protection. Data is primarily processed within the UK/EEA framework under strict technical safeguards.

How Long Do We Keep Your Personal Data?

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, including any legal, accounting, or reporting requirements. The retention period may vary depending on the nature of the data and our legal obligations.

Your Rights

You have rights regarding your personal data, including:

- **Access:** You can request a copy of the personal data we hold about you.

- Correction: You can ask us to correct any inaccurate or incomplete data.
- Erasure: You can request the deletion of your data in certain circumstances.
- Restriction: You can ask us to restrict the processing of your data.
- Objection: You can object to the processing of your data based on legitimate interests.
- Data Portability: You can request the transfer of your data to another party.

To exercise these rights, please contact our Data Protection Officer (DPO) at privacy@cambridgespark.com with “PRIVACY” in the subject line.

Complaints

If you have a concern, dispute, or grievance regarding how your data is handled, please contact our Data Protection Officer at privacy@cambridgespark.com. Your issue will be managed under our formal Data Protection and GDPR Complaints Handling Procedure, which guarantees an internal investigation and a definitive resolution response within one calendar month. If you remain dissatisfied following our internal review, you retain the legal right to escalate the matter directly to the UK Information Commissioner's Office (ICO) via <https://ico.org.uk/concerns/>.

Changes to Our Privacy Policy

We may update this policy from time to time. Any changes will be posted on this page and communicated to you where appropriate.

Governing Law and Jurisdiction

This policy is governed by English law. Disputes arising from this policy will be subject to the jurisdiction of the courts of England and Wales.

Contact Us

Questions, comments, and requests regarding this privacy policy are welcome and should be addressed to our Data Protection Officer (DPO) at privacy@cambridgespark.com with “PRIVACY” in the subject line.