

Introduction

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications) and personal profile.

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

Hosting

Our company is hosted on the Wix.com platform. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications on secure servers behind a firewall.

Contacting

We may contact you to notify you regarding your account, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at compliance@orca.ac.uk

Modifications

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website.

Version Control, Ownership and Review

Policy Owner	Managing Director ORCA EPA	
Review date	August 2021	Scheduled for review in August 2022
Version Number	1.0	
Record of changes since previous version	None – First Version	

This policy will be reviewed, as minimum, once a year. Reviews will also take place when there are changes, updates, information and advice from the ESFA, the IfATE and the EQA provider, and/or as part of business continuity. For example, reviews of the apprenticeship standard or assessment plan, annual updates to the ESFA Funding Rules or funding bands, changes to legislation, and any exceptional circumstances, such as 2020 Covid-19. It will also be reviewed as our EPAO service evolves, for example, a growth to our service and therefore staffing and delivery levels.