

## **Privacy Policy**

The Serendipity Centre is committed to protecting the privacy and security of your personal information. This privacy policy describes how we collect and use your personal information when you visit our website.

### **What information do we collect?**

When you visit our website, we collect certain information about you, including:

- Your name and contact information, such as your email address and phone number, when you provide it to us.
- Information about your device and how you use our website, including your IP address, browser type and version, time zone setting, and operating system and platform.
- Information about your visit to our website, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

### **How do we use this information?**

We use the information we collect from you to:

- Provide you with information or services that you have requested from us.
- Comply with legal obligations or to enforce our terms of use.

We may share your information with third parties, including:

- Service providers who help us to operate our website and provide the services you have requested.
- Law enforcement agencies or other government authorities if we are required to do so by law or if we believe that such action is necessary to prevent fraud or cybercrime.

### **How do we protect your information?**

We take appropriate technical and organizational measures to protect your personal information from accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored or otherwise processed. We limit access to your personal information to those who have a legitimate need to know, and we use appropriate security measures when transferring personal information.

## **Your rights**

You have the right to request access to the personal information we hold about you, to ask us to correct it if it is inaccurate, and to ask us to delete it in certain circumstances. If you wish to exercise any of these rights, please contact us using the details below.

## **Contact us**

If you have any questions or concerns about our privacy policy or the way we use your personal information, please contact us at:

*The Serendipity Centre*

*1st Floor, St Lukes Cl, Woodlands, Southampton SO30 2US*

*Tel: 023 8042 2255*

*Email: [info@serendipity-education.com](mailto:info@serendipity-education.com)*

## **Changes to this privacy policy**

We may update this privacy policy from time to time to reflect changes in the law, our data processing activities, or technological developments. We will notify you of any significant changes to this policy, and you should check this policy periodically to ensure you are aware of the most recent version.

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