



Policy Statements

Contents

Policy for Candidates Requiring Reasonable Adjustments.....	2
Policy for Candidates Requiring Special Consideration.....	2
Malpractice, Maladministration and Sanctions Policy.....	3
Conflicts of Interest Policy.....	7
Equal Opportunities Policy.....	9
Monitoring.....	9
Complaints Policy.....	10
Privacy and Data Protection Policy.....	11

Policy for Candidates Requiring Reasonable Adjustments

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation.

Evangical LLP seeks to conduct the assessment of all candidates in a way that puts them at no disadvantage, or advantage, over other candidates. However, whilst Reasonable adjustments must not affect the integrity of what needs to be assessed, but may involve:

- Changing standard assessment arrangements, for example allowing candidates extra time to complete the assessment activity.
- Adapting assessment materials, such as providing materials in large text format.
- Providing access facilitators during assessment, such as a sign language interpreter or reader.
- Re-organising the assessment room, such as removal of visual stimuli for an autistic candidate.

Reasonable adjustments are approved or set in place before the assessment activity takes place; they constitute an arrangement to give the candidate access to the qualification. The use of reasonable adjustment will not be taken into consideration during the assessment of a candidate's work. Out of fairness to all candidates, evidence of the individual circumstances giving rise to the request must be produced.

Evangical LLP will:

- Identify any special assessment needs at the time of candidate registration.
- Inform WSET® Awards at the earliest opportunity so that appropriate arrangements can be made.
- Agree the specific arrangements for the examination, or for marking with WSET® Awards, which will vary according to individual circumstances.

WSET® Awards reserves the right to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements and must agree before any reasonable adjustments are offered by Evangical LLP to its students.

Please submit any Requests for Reasonable Adjustments at least 5 weeks before the date of the examination. Evangical LLP will forward any Requests for Reasonable Adjustments to WSET® Awards within 5 working days of receipt and WSET® Awards will respond after 4 working weeks after giving the request due consideration.

Candidates and their advisors should also be aware:

- That it is not appropriate to make requests for special arrangements where the candidate's particular difficulty directly affects performance in the actual attributes that are the focus of the assessment.
- Reasonable adjustments will not give unfair advantage over candidates for whom reasonable adjustments are not being made or alter the assessment demands of the qualification as detailed in the qualification specification.

Policy for Candidates Requiring Special Consideration

Special consideration is an action taken after an assessment to allow candidates who have been disadvantaged by temporary illness, injury, indisposition, or adverse circumstances at the time of the assessment to demonstrate attainment.

A candidate may be eligible for special considerations if:

- Performance in an examination is affected by circumstances beyond the control of the candidate. This may include recent personal illness, accident, bereavement, or examination room conditions.
- Alternative assessment arrangements which were agreed in advance of the assessment proved inappropriate or inadequate.
- The application of special consideration would not mislead the end-user of the certificate.

WSET® Awards must be notified in writing within seven days of the examination date where special consideration is being requested using the Request for Special Consideration Form (please email info@evangelical.co.uk for a copy). Eligibility will only be considered if accompanied by supporting independent documentation, and please allow extra time for Evangelical LLP to pass your request to WSET® Awards.

Where a candidate is unable to attend an examination due to recent personal illness, accident, or bereavement, Evangelical LLP will endeavour to transfer the candidate to an alternative examination date at no extra cost.

In cases of serious disruption during the examination, the Examinations Officer of Evangelical LLP must submit a detailed report of the circumstances and candidates affected to the Examinations Administrator at WSET® Awards, in addition to the Examination Papers.

It should be noted that WSET® Awards does not offer aegrotat awards and that all assessment requirements of WSET® qualifications must be met. It is also our policy that special considerations will not give unfair advantage over candidates for whom special considerations are not being applied or alter the assessment demands of the qualification as detailed in the qualification specification.

If a candidate is unable to attend an examination for which they have been registered due to circumstances outside their direct control, they should notify Evangelical LLP as soon as possible, and complete the "Request for Special Consideration" form, submitting written 3rd party evidence to support their application. Failure to attend due to work commitments does not qualify for "special consideration". Evangelical LLP will not charge an unused paper fee for applications where approval from WSET® Awards is granted.

Malpractice, Maladministration and Sanctions Policy

Evangelical LLP will ensure that their programme for the delivery and administration of any WSET qualification complies in all respects to the rules, regulations and procedures set out in the WSET APP (Approved Programme Provider) Operating Handbook. All WSET® examinations run by Evangelical LLP will be administered in line with the Centre Agreement, Code of Practice and Invigilation Instructions provided in the Operating handbook, and Examination Regulations issued to all APPs and Students in the Qualification Specifications. Failure to abide by these criteria will be considered Malpractice and or Maladministration and may affect our ability to continue teaching WSET qualifications. Malpractice can arise from any act, omission, event, incident, or circumstance that prejudices learners, affects public confidence in qualifications, affects the standards of qualifications which the awarding body makes available or affects the ability of the awarding body to undertake the development, delivery or award of qualifications. Maladministration relates to a failure by Evangelical LLP to offer WSET Qualifications in accordance with the rules, regulations and operating procedures set out in this Handbook

Programme Providers must have in place procedures for dealing with instances of Malpractice and Maladministration should they arise. These policies will be made available to WSET® Awards upon request, and form part of the criteria which must be met to become an APP.

The headings below list categories of maladministration by the staff of the APP and malpractice by APP staff and / or candidates which may adversely affect the integrity of WSET® qualifications and certification. These examples are not exhaustive and are intended as guidance to APPs and their candidates on the WSET®'s definition of malpractice and maladministration.

Malpractice will include, but is not limited to:

- a) Actual or attempted plagiarism, or cheating, of any nature by candidates
- b) Use or attempted use of any reference material or electronic device during a closed book examination
- c) Disruptive behaviour by candidates in the examination

- d) Candidates in breach of published Examination Regulations and APP in breach of invigilation rules or the Code of Conduct
- e) Fraudulent use of WSET® certificates
- f) A deliberate attempt to discredit the WSET®, or to bring the WSET® into disrepute in any way
- g) Issue of bogus examination results
- h) Insecure storage of examination papers
- i) Unauthorised amendment, copying or distribution of examination papers
- j) Use of unapproved or ineligible educators to deliver a qualification course, or use of un-authorised internal assessors
- k) Change of examination location or altered facilities so they no longer meet the required standards
- l) Failure to administer examination in line with the assessment requirements
- m) Denial of access to resources (premises, records, information, candidates and staff) by authorised WSET® representatives and / or the Regulatory Authorities

Maladministration will include, but is not limited to:

- a) Failure to follow procedures or adhere to regulations as laid out in the APP Operating Handbook
- b) Failure to return examination papers within the required timeframe
- c) Returning exam papers by regular post and not recorded delivery or trackable courier
- d) Failure to issue results to candidates in a timely manner
- e) Breach or infringement of WSET® copyright and trademarks
- f) Non-payment of fees for WSET® services or examinations
- g) Breach of the Conflicts of Interest Policy
- h) Breach of the Centre Agreement or APP Code of Conduct
- i) A change in control of the APP that results in new management being unable to meet WSET® Awards criteria

Malpractice is divided into two main categories:

- Major Malpractice

Serious and /or deliberate breaches of conduct, or serious neglect of professional duty, represents a high risk to the integrity of the qualification. Major Malpractice could result in the invalidation or revocation of examination results to a student and / or approval of the APP. In this instance OfQual must be informed of the malpractice case and WSET® Awards will take all appropriate action as directed by the Regulatory Authority, which may include notification to other Awarding Bodies. An example of Major Malpractice would be, 'Fraudulent use of WSET® certificates and the issue of false examination results' or 'Unauthorised amendment, copying or distribution of examination papers.

- Minor Malpractice

Minor and /or accidental breaches of conduct or neglect of professional duty, or those more major breaches not considered to be deliberate or malicious in intent, represents a lower risk to the integrity of the qualification and would not affect examination results or certification. Examples of minor malpractice could include, 'failure to follow procedures laid out in the Operating Handbook' or 'Change of examination location or altered facilities so they no longer meet the required standards.

Reporting Malpractice

Evangical LLP will report any potential case of malpractice by candidates, educators, invigilators or centre staff to the Centres Co-ordinator and Quality Assurance Manager at WSET® Awards immediately using the Notification of Potential Malpractice Form.

Failure to do so may result in the refusal to issue results and Certification to candidates, the invalidation of examination results or the withdrawal of approval to offer WSET® qualifications.

Where APP personnel are involved, the APP should follow its own procedures and keep WSET® Awards informed of the steps taken to resolve the situation.

Malpractice may be reported to WSET® Awards by a WSET® Awards appointed Approval Visitor. In this instance the APP will be advised during the approval visit that a case of Malpractice is being reported.

WSET® Awards will also act upon reports of suspected or actual malpractice received from candidates or other parties regarding an APP's activities or personnel which may affect the integrity of WSET® qualifications.

WSET® Awards responsibility

WSET® Awards will confirm receipt of a report of suspected or actual malpractice within 3 working days.

Should a case of malpractice be raised with WSET® Awards against the Programme Provider, the main contact, or other appropriate person within the management of the APP, will be notified and invited to respond prior to further action being taken. Notwithstanding the foregoing, WSET® Awards reserves the right to immediately suspend an APP's approval if, after consultation with the WSET's Chief Executive, it is decided that such a suspension is required to protect the reputation of the WSET, and to prevent any possible re-occurrence of the alleged malpractice. In such circumstances, the APP will be notified immediately and will be required to co-operate with the WSET® whilst the alleged malpractice is investigated.

WSET® Awards will appoint a suitably trained officer to investigate the alleged malpractice and this officer will request supporting evidence from the APP, Candidate or other parties to validate the report of suspected or actual malpractice.

When supporting evidence has been supplied, WSET® Awards will conduct a full investigation of the suspected or actual malpractice to identify the cause and to determine whether malpractice has actually occurred.

Where it is determined that malpractice has occurred, a report will be filed. This will include whether the malpractice is accidental or deliberate and represents a major or minor threat to the integrity of the qualification and specify any sanctions that are to be applied to the APP, their staff or the candidate concerned. If malpractice has been alleged against a candidate, a summary of the investigation and the findings will be sent to the candidate; if the malpractice has been alleged against the APP the summary will be sent to the Main Contact, and the candidate or APP Main Contact will be advised of the sanctions being imposed. They will also be advised of the General Appeals Policy should they wish to appeal the decision that has been made.

Any case of malpractice that threatens the integrity of the qualification, results issued, or certification will be reported to the Regulatory Authority, and following discussion with the Regulatory Authority, other Awarding Bodies may be notified.

Where the report is the result of an internal investigation by the APP, WSET® Awards will review all the documentation supplied and action taken to ensure that any decisions made by the APP are valid and conform to this policy. WSET® Awards may request additional information to determine whether any additional sanctions should be applied to the APP, their staff or the candidate concerned.

Our responsibility as the APP which we agree to carry out in full

The APP Main Contact is responsible for ensuring that all staff involved in the delivery and / or administration of the WSET® programme run it in accordance with the rules, regulations and procedures set out in the Operating Handbook, and are aware of, and comply with, this policy. The APP must also establish their own framework of controls and checks that in their opinion is adequate to minimise and identify any instances of malpractice and is fit for purpose of reporting and investigating any alleged malpractice. Should an APP require help in establishing a framework that will prevent, investigate and deal with Malpractice, please contact awards@wset.co.uk.

The Main Contact agrees to co-operate fully with WSET® Awards in any investigation of alleged malpractice at the APP including the removal and / or suspension of staff from their WSET® duties during such investigation.

Sanctions

In cases of alleged malpractice or maladministration WSET® Awards has the right to apply sanctions. This may include suspend an APP's approval with immediate effect if such action is approved by the Chief Executive of the WSET® whilst an investigation is carried out.

Following an investigation by WSET® Awards, it may be necessary to apply one or more of the following sanctions against the APP and/or their staff.

- Creation of an action plan / letter of warning
- Completion of a self-assessment form by the APP
- Completion of an APP re-approval visit (travel costs may be charged to the APP)
- Mandatory re-training of educators and / or assessors
- Application of administration charges
- Withdrawal of internal assessment permissions
- Invalidation of examination results / certification
- Withdrawal or temporary suspension of approval to offer a specific WSET® qualification
- Withdrawal or temporary suspension of approval to offer all WSET® qualifications
- Withholding examination results that are under investigation
- Rejection of orders for further materials or examination papers
- Withdrawal of credit facilities, and moving account to a "cash on order" basis
- Charging of interest on overdue amounts

Where previously agreed corrective measures are not implemented, the sanctions will progress to the next level of severity following the guidelines of the NVQ Code of Practice.

It is WSET Awards intent that no learner should be disadvantaged by any instance of malpractice or maladministration that has arisen by the actions (or non-action) of the APP. However, where such breach undermines the integrity of the assessment process, it may be necessary to invalidate the exam that has been held and require the APP to arrange a free resit for candidates at their convenience.

Following an investigation by WSET® Awards, it may be necessary to apply one or more of the following sanctions against an individual candidate or candidates.

- Letter of warning
- The disallowing of an examination result
- The invalidation of a certificate and/or unit certificate and recall of certification already issued
- Refusal of entry to future WSET® qualifications

All decisions with regard to malpractice will be communicated in writing within 20 working days following receipt of supporting documentation. Where it is not possible to respond within this timeframe, a written response will be given providing a date for completion.

Any candidate, educator, invigilator, or APP has the right to appeal any decision made against them using the General Appeals section of this handbook, or as detailed in the WSET® Customer Service Statement.

Conflicts of Interest Policy

Introduction

Evingelical LLP is approved by WSET Awards which is subject to regulation by the UK Government's regulator, Ofqual. As a regulated awarding organisation, they are required to identify, monitor, and manage all conflicts of interest which may have an adverse effect on the qualifications they offer, and we must take all reasonable steps to mitigate such adverse effect where it exists.

This document offers guidance to all individuals engaged in activities undertaken on behalf of WSET Awards, (the awarding organisation of the Wine & Spirit Education Trust) which have potential to lead them to act contrary to the interests of WSET Awards in the development, delivery, assessment, and award of its regulated qualifications.

It defines what is meant by conflict of interest, describes such conflict of interest in the context of working with WSET Awards, identifies those conflicts of interest that can be managed and are therefore acceptable and those that cannot be managed and are therefore unacceptable. It also gives examples of potential conflict of interest.

Scope of this policy

This policy is applicable to all members of staff employed by the Wine & Spirit Education Trust in whatever capacity and to any individual acting on behalf of WSET Awards. This includes those involved in the development of WSET qualifications, question setting, marking of assessments, delivery of WSET programmes of study leading to WSET qualifications, marketing of WSET qualifications, production of study materials, examination papers, qualification certificates and all other associated resources and services.

It relates to WSET regulated qualifications offered in the United Kingdom and in international markets.

Definition of conflict of interest

Conflict of interest exists where an individual has interests or loyalties that could adversely influence their judgement, objectivity, or loyalty to WSET Awards when conducting activities associated with our qualifications. These can arise in many different aspects of awarding organisation activity, such as:

- An individual whose personal interests or loyalties conflict with their awarding organisation involvement
- An individual who receives remuneration for services that conflict with their awarding organisation involvement
- An individual whose acts put WSET Awards in a position of non-compliance with its regulatory responsibilities

Whilst it would be impossible to give a definitive list of scenarios presenting potential for conflict of interest, the following have been identified resulting from WSET Awards' Risk Management review as being of primary significance. However, other scenarios will constitute conflict of interest, and we will take actions to redress any such instances that come to our attention other than by declaration from the individual concerned. Such actions may also include the imposition of sanctions, if deemed appropriate.

Specific examples of conflict of interest include the following:

The undertaking of any assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned

- The undertaking of any moderation of assessment of candidates by an individual who has a personal interest in the result of the assessment for any or all individuals concerned
- The tutoring of candidates by any individual involved in the assessment process
- The undertaking of a WSET regulated qualification by any individual employed by an APP
- The undertaking of a WSET regulated qualification by any individual employed by WSET Awards
- The invigilation of a WSET regulated qualification by any individual involved in the delivery of training leading to the assessment
- The delivery of “coaching sessions” to examination candidates by any individual involved in the assessment of candidate scripts or the authoring of examination questions
- The employment by an APP of individuals engaged in the delivery of taught programmes or in the role of Internal Assessor in another APP

Some of these examples can be managed and are therefore acceptable. For example, the marking of tasting assessments by Level 3 Internal Assessors is ALWAYS verified by WSET Awards as they clearly have an interest in the results of the assessments of learners they have taught and this constitutes a conflict of interest, and our verification process mitigates this possibility. Similarly, where an employee of the WSET or one of its APPs undertakes a WSET qualification, we can put measures in place to maintain the integrity of the assessment, PROVIDED we are notified of this conflict of interest in advance of the assessment. However, it would be totally inappropriate for any individual involved in the authoring of examination questions or the compilation of examination papers to teach or coach learners under any circumstances as there are no options for us to mitigate the effect of this clear conflict of interest.

Guidance on handling conflict of interest

Any individual engaged with WSET Awards in the provision of our regulated qualifications, as identified under the scope of this policy, is required to make a “Declaration of Interest” by informing WSET Awards of any potential conflict of interest. Certain individuals, such as those involved in the assessment process are also required to submit a signed declaration of “Non-disclosure”. It is essential that any conflict of interest is declared to WSET Awards immediately to ensure this does not compromise our status of compliance with our regulator, Ofqual. Any APP who fails to declare a potential conflict of interest is in breach of our criteria for approval, and sanctions may be applied to their approval status as a result of any such non-disclosure.

WSET Awards has processes and procedures in place to manage actual or perceived conflict of interest. These include the exclusive involvement of WSET Awards staff in the creation of all assessment materials, moderation of all internal assessment conducted by the APP and moderation of all written examinations not marked by optical mark readers. There are of course many other instances of conflict of interest for which we do not have documented procedures in place. Such instances will be handled on an individual basis to ensure that the integrity of our assessments is not compromised.

Roles, responsibilities, and procedures in the handling of actual or perceived conflict of interest

The Director, WSET Awards and the Centre Co-ordinator and Quality Control Manager have responsibility for the day to day managing of conflicts of interest relating to functions of WSET Awards. The members of the Senior Management Team of the Wine and Spirit Education Trust have responsibility for the day to day managing of conflicts of interest relating to functions of the Wine and Spirit Education Trust’s functions as a whole.

It is the responsibility of all individuals engaged in the provision of WSET qualifications, in all and any capacity, to promptly report any potential for conflict of interest to the Centre Co-ordinator and Quality Control Manager at WSET Awards.

All instances of conflict of interest will be recorded in WSET Awards' Incidents Register, including details of steps taken to mitigate any adverse effect resulting from such conflict of interest. The Director, WSET Awards is responsible for determining what action needs to be taken to mitigate any adverse effect and for deciding when and how matters relating to actual or potential conflict of interest should be escalated within the Wine & Spirit Education Trust, to the Board of Trustees or to the Regulator, Ofqual.

Equal Opportunities Policy

- This APP fully supports the principles of Equal Opportunities. We strive to ensure that all candidates for our qualifications are treated fairly and on an equal basis
- Equal Opportunities are assured by:
- The selection, recruitment, and training of those working for this APP
- Consideration at an early stage in the development of new schemes or qualifications
- Ensuring that the format and content of all syllabi, examinations and other do not discriminate against anyone which is the responsibility of WSET Awards by whom we are approved to teach WSET qualifications
- Ensuring there are no barriers to entry to units and qualifications, which we deliver and/or offer, for disabled people, women or men, or people from different racial groups, other than those directly related to the integrity of the units or qualifications. The nature of any barriers will be stated and the inclusion of the requirements that create the barrier justified only and explicitly in terms of the integrity of the unit or the qualification. Details of how the effect of any barriers will be mitigated will be recorded, including using access arrangements or including reasonable adjustments
- Clarifying the responsibility of all members of staff and/or consultants, who are involved in the delivery of WSET courses within this APP, to comply with this policy. In particular, external parties invited by this APP to contribute to these development arrangements must also, as representatives of relevant learners, ensure that the views of learners and others are taken into account in the development of QCF units and qualifications
- Anonymous assessment of examination candidates wherever possible
- Promoting practices and procedures that give equal opportunities to everyone
- Being required to have equal opportunity policies in place
- The variation of any conventional rules and regulations for the conduct of examinations which might inhibit the performance of candidates with specific needs, provided that the standard quality and integrity of the assessment is not compromised
- Working as appropriate with relevant organisations and agencies to develop measures to identify and prevent inequality of opportunity
- Making every effort to ensure that there is equality of opportunity in its assessment process, regardless of the candidate's sex, age, racial origin, religious persuasion, sexual orientation, gender reassignment or disability
- Ensuring, to the best of our ability, that any documentation produced does not contain language or images which may be regarded as offensive or stereotypical, and that they reflect the diversity of contemporary society

Evangelical LLP is an equal opportunities organisation and will consider applications from any organisation or individual who can demonstrate that they meet our approval criteria.

Monitoring

This APP will comply with all current and relevant legislation and this policy will be monitored and reviewed annually. At the time of writing relevant legislation includes, but is not limited to:

- The Rehabilitation of Offenders Act 1974

- The NHS Community Care Act 1990
- The Asylum and Immigration Act 1996
- The Human Rights Act 1998
- The Sex Discrimination (Gender Reassignment) Regulations 1999
- The Gender Recognition Act 2004
- The Employment Equality (Sex Discrimination) Regulations 2005
- The Equality Act 2010

As part of the monitoring of candidates registering for a WSET® qualification we will collect information on diversity, requests for special consideration, access arrangements and feedback from learners, centres and other stakeholders.

All relevant issues identified as suggesting our provision or services have unnecessary impact on learners will be reported back to the Centre Registration and Quality Assurance Manager who will be responsible for leading on introducing amendments to provision and/or services where necessary and in accordance with our documented procedures for developing and reviewing units and qualifications. Details of the outcomes of each review will be made available to the qualification regulators upon request.

Note to candidates

Candidates who believe they have been discriminated against should contact us in the first instance for advice.

Complaints Policy

At Evangelical LLP, we strive to deliver consistently effective and efficient levels of service to our students. However, there may be occasions where the service provided does not meet student expectations. In this instance, the student should follow the complaints policy as follows:

Who and how to complain?

If you wish to make a complaint, please do so by email to Martin Day at info@evangelical.co.uk with full details contained in the body of the email, or in an attached PDF or Word document. We guarantee full confidentiality, and that the complaint will not prejudice the student.

What information should the complainant include?

In your complaint, please include your name, address and contact information along with full details of the complaint (with any supporting documents) and details of any previous attempts made to resolve the problem.

Who will deal with the complaint and how long will it take?

The complaint will be dealt with by one of the directors of Evangelical LLP. We will acknowledge receipt of your complaint within 3 working days and provide a full response 20 working days from the acknowledgement.

What to do if you wish to appeal the decision?

If the complainant receives a response and is still not satisfied, they can resubmit their complaint to info@evangelical.co.uk where it will be considered by an alternative Evangelical LLP. Please include details of why you believe the response is

unsatisfactory along with any supporting documents. We will acknowledge receipt of your appeal within 3 working days and provide a full response 20 working days from the acknowledgement.

Referral to WSET

If these steps have failed to provide a satisfactory outcome, the student may wish to file a complaint with WSET. To do this, contact WSET's APP Administration team at appadmin@wset.co.uk.

Privacy and Data Protection Policy

We have an obligation to ensure that any personal information we gather, process and/or store regarding all of our customers and site visitors is done so legally and safely. This policy explains what personal information we collect about you when you communicate with us or use our website and how we fulfil these obligations.

Please be assured that Evingelical LLP. will never pass your information on to a third party for profit or otherwise unless necessary to fulfil a task such as processing your order, enrolling you on a course or taking your payment, all of which are explained below.

Why we collect your personal data:

1. To register you as a candidate with Evingelical LLP and WSET Awards to enable you to sit examinations for WSET qualifications.
2. To administer and conduct your examination, including making arrangements for reasonable adjustments and/or special considerations.
3. To communicate with you and issue your examination results and qualification certificate as appropriate.
4. To provide you with post-results services such as enquiries against results and appeals and solicit feedback from you on Evingelical LLP and WSET qualifications.
5. To process your registration for any Evingelical LLP hosted courses or events so that we can deliver these services to you.
6. To send you information regarding the course or event for which you are registered (or which have registered interest in).
7. To process sales of products or services you have purchased from us.
8. To manage any account(s) for providing our WSET Awards online services including but not restricted to Online Classroom and Global Campus where you have registered with us so that:
 - We can provide you with the relevant products and services.
 - You can access relevant course materials.
 - We can fulfil our services and communicate with you about them.
 - To verify your identity.
 - To carry out research to better understand your requirements on the relevant products and services.
9. To personalise, report on and improve the services and products we provide to you, and to provide you with a best-in-class customer service experience.
10. To send you marketing communications including information about our qualifications, upcoming events and links to our blogs.

Other legitimate interests

When we send you news regarding our products, we will do so on the basis that we have your consent. However, to allow us to provide continual best-in-class service we believe we have legitimate interest to process your personal data so that we can:

- Improve our existing product range and services.
- Provide you with a best-in-class customer service experience.
- Protect you as our customer, our employees and our business.
- Understand your likes and dislikes, what services you wish to hear about and how best to contact you to inform you about them.

We may collect the following information about you:

- Your name, date of birth, gender and contact details (this could include your postal address, telephone numbers and email address).
- Purchases and orders made by you.
- Your payment information (through WIXPayments or by payment card) when you purchase any products or services (should you pay for one of our products or services over the telephone or using one of our payment forms, your card details will not be retained and will be securely destroyed).
- When you set up any account with us, your login credentials.
- Your marketing preferences.
- Your correspondence with us.
- In certain situations, information relating to health which may be required to support applications for reasonable adjustment and/or special consideration in the context of examinations for WSET qualifications.
- Website usage information (cookies).

Our Website

We use WIX.com for our website, mailing list and online booking. All data is stored within the WIX.com system. You can read about how WIX manages your information on our behalf by visiting [here](#).

Cookies

We use cookies to store your current session when visitors access or use our website. The website also uses cookies or similar technologies to ensure the best user experience by tracking our users' movements around our site and to gather demographic information about our user base as a whole.

Cookies are small text files that are placed on the user's device and can be used to track usage patterns. Evangelical LLP does not use cookies to store personal information about its users, but they are used to track usage on our site for all visitors. These tracking items include Internet Protocol (IP) addresses, browser type, Internet Service Provider (ISP), referring/exit pages, the files viewed on our site (e.g. HTML pages, graphics), operating system, date/time stamp, and/or clickstream data to analyse trends in the aggregate and administer site.

Our users are free to disable cookies within their browser, but this will may limit the functionality of the website.

*(The legal basis for processing and/or storing this information falls under **Legitimate Interests**)*

Mailing List

If you subscribe to our website mailing list we retain your email address within the WIX system and will use this to email you our newsletter and marketing emails until such time as you unsubscribe.

*(The legal basis for processing and/or storing this information falls under **Consent**)*

Course Bookings

You book courses via our website by completing the booking form and submitting. You will then be presented the payment page, which uses our chosen online payments provider, WIXPayments.

We will receive notification from WIXPayments both via email and the WIX Business Dashboard with the information you supplied (excluding your payment information). The email is sent to info@evangelical.co.uk which is accessed by our management team and is password protected, as is the WIX Business Dashboard.

*(The legal basis for processing and/or storing this information falls under **Consent**)*

Analytics

We use WIX Analytics to analyse information regarding our website visitors, this includes how many visitors we have, where they are (country, state or region), age and gender (if available) and what parts of the site they have visited. This allows us to perform important business development related analysis such as which areas of our site are most popular and the demographics of our visitors.

*(The legal basis for processing and/or storing this information falls under **Legitimate Interests**)*

Emailing Us

If you email us directly we will often retain the email for future reference. The email will be read and accessible by members of our management team and each mailbox is password protected. This email will be stored on our secure email system provided by Fasthosts. Fasthosts' email servers are all within the EU and therefore fully comply with GDPR regulations. In other words, the emails you send us are very safe.

*(The legal basis for processing and/or storing this information falls under **Legitimate Interests**)*

Managing Your Information with Us

You are entitled to:

- Request a copy of the personal information we (and any of our data processors) store about you, if any.
- Request that we (and any of our data processors) update the information we store about you.
- Request that we (and any of our data processors) delete all personal information we store about you, if any.
- Object to any of the ways in which we use your data.

and you can do this by emailing info@evangelical.co.uk.

If you simply want to be removed from our mailing list, you can email the above address or just click on the unsubscribe link included in all of our marketing emails.

For further information regarding your general rights relating to personal information please visit the Information Commissioners Office website, which can be accessed [here](#). If you have any further questions regarding the personal information we keep or process about you then just drop us a line at info@evangelical.co.uk.