



JA Learning Hub Privacy Notice

JA Learning Hub is a trading division of JA Group Services Ltd, the Data Controller for the purposes of UK data protection law.

Version Table:

Version No:	Date	Reason
Version 1.0	21/12/2025	Creation of the "JA Learning Hub Privacy Notice"

About JA Learning Hub

JA Learning Hub is the education and learning support division of **JA Group Services Ltd**. It operates as a trading division only and is **not a separate legal entity**.

All personal data processed in connection with JA Learning Hub is processed under the authority of **JA Group Services Ltd**, which acts as the **Data Controller** for the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Notice applies specifically to services provided via JA Learning Hub and should be read alongside the **JA Group Services Ltd Group Privacy Notice**, which sets out group-wide data protection arrangements.

Data Controller

JA Group Services Ltd

167–169 Great Portland Street
5th Floor
London
W1W 5PF
United Kingdom

Company Number: 16314179

Data Protection Contact

If you have any questions about this Privacy Notice or how your personal data is handled, you may contact our Data Protection function at:

Email: dataprotection@jagroupservices.co.uk

What JA Learning Hub Does

JA Learning Hub provides informal learning support services and facilitates access to third-party e-learning platforms through authorised reseller and partnership arrangements.

JA Learning Hub:

- does **not** act as an awarding body
- is **not** an approved training centre
- does **not** deliver regulated qualifications, assessments or examinations

Where learning involves third-party platforms, certificates or course outcomes are issued by the relevant provider in accordance with their own regulatory and governance arrangements.

Personal Data We Process

Personal data processed in connection with JA Learning Hub may include, where relevant:

- Identification and contact details (such as name, email address, telephone number and correspondence details)
- Account, enquiry and communication records
- Course enrolment and platform access information
- Customer support and complaints records
- Transactional and billing information
- Safeguarding-related information where required
- Technical and usage data relating to platform access and service delivery

We only collect and process personal data that is **necessary, relevant and proportionate** to the services provided.

Purposes of Processing

Personal data is processed for the following purposes:

- Providing access to learning support services
- Facilitating enrolment and participation in third-party e-learning platforms
- Managing learner accounts, enquiries and communications
- Providing customer support and handling **Stage 1 complaints**
- Meeting contractual obligations with learners and service partners
- Complying with safeguarding, regulatory and legal obligations
- Maintaining service quality, operational records and audit trails

Lawful Basis for Processing

JA Group Services Ltd processes personal data in connection with JA Learning Hub under one or more of the following lawful bases, as applicable:

- Performance of a contract
- Compliance with a legal obligation
- Legitimate interests (including operating learning services, providing support, protecting customers, and managing the business effectively)
- Consent, where required for specific communications or activities

Further information about lawful bases for processing is set out in the **Group Privacy Policy – Lawful Basis Section**.

Third-Party E-Learning Providers

JA Learning Hub works with external e-learning providers, including authorised platforms such as Get Licensed and Highfield e-Learning.

Where learners are enrolled onto third-party platforms:

- The third-party provider acts as an **independent data controller** for data processed within their systems
- Their own privacy notices and data protection policies apply
- JA Group Services Ltd does not control how those providers process personal data once transferred to their platforms

Learners are encouraged to review the privacy notices of relevant third-party providers before enrolling.

Data Sharing

Personal data may be shared only where necessary and appropriate, including with:

- Third-party e-learning platform providers
- Payment service providers
- IT and systems providers supporting service delivery
- Professional advisers where legally required
- Regulatory or statutory bodies where required by law

Personal data is **never sold** and is **not shared for unrelated marketing purposes**.

Data Retention

Personal data processed in connection with JA Learning Hub is retained only for as long as necessary to fulfil the purposes for which it was collected.

This includes contractual, safeguarding, accounting and legal requirements.

Retention periods are defined within the **Group Data Retention Schedule**.

Subject Access Requests and Your Data Rights

All Subject Access Requests (SARs) and data rights requests relating to the **JA Learning Hub division** must be submitted to **JA Group Services Ltd**, which acts as the Data Controller.

Requests should be submitted in writing using the contact details provided in the Group Privacy Notice or by email to:

dataprotection@jagroupservices.co.uk

JA Group Services Ltd will respond in accordance with UK GDPR statutory timescales.

Governance and Oversight

JA Learning Hub operates under the governance, risk and compliance framework of **JA Group Services Ltd**, with group-level oversight provided by **JSDS Group Ltd**.

Data protection compliance, complaints escalation and governance enforcement follow the structured **Stage 1 → Stage 2 escalation model** set out in the Group Privacy Policy and related governance frameworks.