



Data Protection Policy Statement

Without Worry Canine Education needs to keep certain information about its tutors, associates and learners and other users to monitor performance and achievements. To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully.

To achieve this, Without Worry Canine Education must comply with the Data Protection Principles which are set out in the Data Protection Act 1998 (the 1998 Act).

In summary, the Data Protection Principles state that personal data shall

- Be obtained and processed fairly and lawfully and shall not be processed unless certain conditions are met.
- Be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose.
- Be adequate, relevant, and not excessive.
- Be accurate and kept up to date.
- Not be kept for longer than is necessary.
- Be processed in accordance with the data subject's rights.
- Be kept safe from unauthorised access, accidental loss, or destruction.
- Not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data.

Refund and transfer policy for online courses

We are unable to arrange refunds or transfers to another learner because the course files that you have received are sent out digitally and cannot be returned. As our courses are protected under copyright and Intellectual Property laws, course files cannot be used or photocopied for any purpose other than for personal study, and must not be shared with others.

Practical Courses

While we make every effort to run sessions as advertised, we reserve the right to change the content, timing, dates, or venue of our courses. No refund will be payable for non-attendance of practical sessions.

Complaints Procedure

We have a procedure for informal or formal complaints about the delivery and quality of services received and about the delivery and quality of teaching, tutorial support, supervisory provision or any other matters relating to a programme of study. This procedure can be used for any complaint. In the first instance, please email withoutworryce@gmail.com with your complaint.

If matters cannot be resolved informally, the complaint will be referred to the Director.