



Customer Privacy Policy

Specialist Training and Consultancy Services Ltd, a company registered in England and Wales with company number 3828741, having its registered office at 6 Venture Court, Metcalf Drive, Altham Industrial Estate, Altham, Accrington BB5 5TU are committed to protecting and respecting your privacy.

This policy (together with any other documents we may provide you) sets out the basis on which any personal data we collect from you, or that is provided to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.specialisttraining.co.uk, making an enquiry, purchasing our services, or attending a training course you are accepting and consenting to the practices described in this Privacy Policy.

For the purposes of the Data Protection Act 1998 we act as the data controller and data processor of the information provided to us about you.

Whose information do we collect:

We may collect personal data belonging to individuals who:

- Contact us by phone, email, fax or otherwise;
- Contact us via our website;
- Contact us via social media;
- Are customers;
- Attend our training courses – Trainees;
- Read our marketing material/eshots, enter a promotion or complete a survey;
- We meet at networking/conference events.

Information we collect about you:

We will collect and process the following information about you:

- Contact details including company name, job title, address, telephone number, email address, website address, potential courses that may be of interest;
- Personal details of customer/trainee including full name, date of birth, driving licence, number, home address, telephone number, photograph. Previous experience/ qualifications relating to the courses we offer;
- Financial information where applicable;
- Information about your visit to our website;
- Information from mailchimp regarding eshots.

How we use information we collect about you

We use your information in a number of ways to:

- Carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- Ensure we comply as data processors on behalf of external awarding bodies;
- Provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- To notify you of changes to our service;
- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- To make suggestions and recommendations to you and other users about goods or services that may interest you or them.

We process your information because it is either:

- Necessary to do so to perform the services we are to provide to you;
- Required by law;
- Because we have a legitimate reason to; or
- We have your consent.

Disclosure of your information

You agree that we have the right to share your personal information with selected third parties including:

- Awarding bodies such as: SQA, OCR, RTITB, DVSA, FAIB, CAA, JAUPT for the purposes of registering courses / trainees/ examinations;
- Suppliers / Sub Contractors for the performance of any contract;
- Analytics and search engine providers that assist us on the improvement and optimisation of the website.

We will also disclose your personal information to third parties:

- In the event that we sell or buy any business or assets;
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Website Terms of Use and Conditions of Sale and other agreements; or to protect the rights, property, or safety of Specialist Training & Consultancy Ltd, our customers or others. This also includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Where we store your information

All information you provide to us is stored on our secure server within Specialist Training & Consultancy Services Ltd and is also backed up on a secure cloud provided by one of our suppliers.



By submitting your personal data, you agree to the transfer, storing or processing of your information as set out above. We will take all steps reasonable necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

How long we hold your information

We will not hold your data for longer than we consider necessary, however it will be no longer than 7 years for all non DCPC customers and 10 years for all DCPC customers.

Please note that after the deletion of your information, it cannot be recovered, so if you require a copy of this personal data, please request this during the period we retain the information.

Your Rights

The Data Protection Act gives you the right to access information held about you. Your right of access can be exercised by emailing your request to enquiries@specialisttraining.co.uk.

In some situations you will have the right to ask us not to process your information for any purpose. Where relevant you can exercise this right at any time by contacting enquiries@specialisttraining.co.uk.

Should you wish to not receive information from us in future then you can quickly action this by clicking the unsubscribe link you will find on our marketing e-mails or by sending your details to enquiries@specialisttraining.co.uk.

If you have a complaint about the way in which we collect, process and store your personal data which you do not feel can be resolved by contacting us, you have the right to complain to the UK Information Commissioners Office.

Children

We treat the protection of personal data very seriously and will not collect personal data from persons under the age of 16.

Links to other sites

We link our website directly to other sites. This privacy notice does not cover the links within our site linking to other websites and organisations. We encourage you to read the privacy statements on the other websites you visit.

Security



Unfortunately, no data transmission over the internet is completely secure. Whilst we will do our best to protect your personal data, we cannot guarantee the security of any information that you provide to us.

Where we collect your personal data, we take adequate technical and organisational security measures to prevent unauthorised access and to ensure that the data we hold whether as a Data Controller or Data Processor is kept secure.

Our website may, contain links to other websites, if you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Cookies

Our web site uses cookies which you can disable using your browser options. Cookies are small data text files that are sent from a server computer during a browsing session. Cookies are typically stored on your computer's hard drive and are used by web sites to simulate a continuous connection to that site. In order to make our site more responsive to your needs we use cookies to track and manage information relative to your specific interests. In this way, we can tailor our site to your needs, deliver a better and more personalised service and track the pages on our site that you visit. The use of cookies automatically identifies your browser to our computers whenever you interact with our site.

Changes to our privacy policy

We keep our privacy notice under regular review. This privacy notice was last updated 25/05/2018.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to enquiries@specialisttraining.co.uk.