

DATA PROTECTION:

HOW WE LOOK AFTER YOUR DATA.

How we look after your data.

We -

1. value the personal information entrusted to us and make sure we respect that trust
2. go further than just the letter of the law when it comes to handling personal information, and adopt good practice standards
3. consider and address the privacy risks first when we are planning to use or hold personal information in new ways, such as when introducing new systems
4. be open with individuals about how we use their information and who we give it to
5. make it easy for individuals to access and correct their personal information
6. keep personal information to the minimum necessary and delete it when we no longer need it
7. have effective safeguards in place to make sure personal information is kept securely and does not fall into the wrong hands
8. provide training to staff who handle personal information and treat it as a disciplinary matter if they misuse or don't look after personal information properly
9. put appropriate financial and human resources into looking after personal information to make sure we can live up to expected principles
10. regularly check that we are living up to our and your expectations and report on how we are doing

We process information relevant to our Training and Business purposes. This may include:

- personal details
- business activities of the person whose personal information we are processing
- training details
- education and employment details

We also process sensitive classes of information that may include:

- physical or mental health details
- racial or ethnic origin

Who the information is processed about:

We process personal information about:

- customers
- clients
- delegates
- trainers
- employees
- professional advisers and consultants
- complainants, enquirers

Who the information may be shared with:

We sometimes need to share the personal information we process with the individual themselves and also with other organisations. Where this is necessary we are required to comply with all aspects of the Data Protection Act (DPA).

Types of organisations we may need to share some of the personal information we process with for one or more reasons.

Where necessary or required we share information with:

- business associates and other professional advisers
- educators and examining bodies
- current, past or prospective employers
- family, associates and representatives of the person whose personal data we are processing
- employment and recruitment agencies
- suppliers and service providers;
- persons making an enquiry or complaint
- other companies in the same group

Trading and sharing personal information:

Personal information is traded and shared as a primary business function. For this reason the information processed may include name, contact details, family details, financial details, employment details, and goods and services. This information may be about customers delegates and clients. The information may be traded or shared with business associates and professional advisers, agents, service providers, customers and clients, and traders in personal data.