

## PRIVACY POLICY



### Introduction

RSC Training Ltd are required to collect and process Personal Data for the purposes of providing training and processing of applications (our “Services”). We consider you privacy to be of great importance, so for this reason will only collect Personal Data for these means, which would include the following:

- Name
- Address
- Telephone Number
- Email Address
- Other information which could directly or indirectly identify you

Our Privacy Policy is designed to outline how and why we collect Personal Data, how and why we use it, and where we store it. Our Privacy Policy also describes how you can access, update and take control of the data we collect and process.

If at any time you have any questions or concerns regarding anything outlined in this Privacy Policy, please contact our Data Protection Officer (DPO) or one of our team on [info@rsc-training.co.uk](mailto:info@rsc-training.co.uk).

### What information do we collect?

We collect information from you for the purposes of registration and applications for the training we provide. Much of what you consider to be Personal Data is collected from you when:

- You complete a delegate application form when attending a course (name, address, telephone number, email address)
- You make an enquiry regarding a course (telephone number, email address, social media message)
- You request to be contacted regarding our Services or newsletter (website contact entry form)

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However, we also collect information in other ways to help us deliver our Services to you, as well as help us to maintain our high level of service we provide. These methods may not be obvious, but will include:

- Visitors to our websites
- Payments for our services or services provided to us
- Additional Unique Identifying Data
- Job Applications, Current and Former Employees

### **How do we use this information?**

We will always actively look to minimize the usage of the information we have collected from you and will only use information that;

1. We have been given permission to do so by you
2. We require to do so to process and provide our Services for you
3. We are required to do so for legal compliance or lawful purposes

### **Delegate Applications**

Each person that attends one of our training courses are required to complete a Delegate Application Form, which records Personal Data which is necessary for the purposes of registration of the application with the Accrediting Body. This information will be retained by us and is only shared with the third-party Accrediting Body for these purposes and will not be shared with any other organisations.

### **Communication with you**

You are able to contact us at any time regarding our Services using any of the following means:

- Post
- Telephone

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- Email
- Social Media Interaction
- In Person

When you contact us, we consider you to have shown legitimate interest in our Services. Based upon the extent of the communication, we may utilize any Personal Data collected from this communication for the purposes of providing our Services to you. This information will be retained by us and will not be shared with any other organisations.

We may contact you on any of the above means to make you aware of our activities and to offer you additional services we feel may be of interest to you, based upon your consent to do so and, where applicable, legitimate interest in our Services.

If at any time you wish to adjust how we communicate with you, or if you feel your Personal Data has been given to us without your consent, please contact us. You have the right to remove yourself from our databases at any time, all of our marketing communications will have an option to unsubscribe.

### Visitors to our websites

Our website [www.rsc-training.co.uk](http://www.rsc-training.co.uk) is hosted by Weebly and is managed by us. We use statistical data and analytics gathered by our website to monitor visitors to our pages. This information is not used to personally identify anyone and we do not make, or request Weebly to make, any attempt to identify any personal information of those visiting our website.

Personal Data will only be gathered from our website in areas and pages which are clearly identified as doing so and will always state the reason for this data being collected.

Where our website has links to other websites, we cannot guarantee these will have the same privacy policies in place as we do. We take no responsibility for any content or data usage on any third party websites we have links to. Please review any Privacy Policy for the website you are visiting.

### Social Media Interaction

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We use third party provider Hootsuite to manage our social media platforms and for any scheduled communications. Any private messages sent to us will be considered legitimate interest and will not be shared with any other organisations.

We do not personally identify anyone in any of our social media interactions unless we are given consent to do so or, where applicable, legitimate interest is shown in our Services.

### Payments

We use third party provider Xero to manage payments and to process invoices. We also use third party provider Stripe to process card payments to us. We do not collect, or request from these third parties to provide to us, any personal banking details relating to payments made to us. Other Personal Data used to identify persons in this process will be stored by the third-party provider.

Where we are required to make payments to third parties for products and services provided to us, we use third party provider Santander to process payments. Any personal banking details required to process payments will be stored by the third-party provider.

We will not share any Personal Data relating to payments with anyone other than the aforementioned third-party providers.

### Job Applications

All of the information provided to us during a job application will be used only for the purposes of progressing the application, or to fulfil any legal or regulatory obligations.

We will not collect any more information than that which we have stated to fulfil our purposes and will not keep it for longer than is necessary. This information will be held securely for the duration of time we require it.

We will use the information you have provided to contact you in the progression of your application. Other information will be used to assess your suitability for the role. You are not required to provide us with any of the information we ask for, however it may affect your application if you don't.

### Employees and Former Employees

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All of the information provided to us during a job application will, for successful candidates, be included into an employee file, where this information is relevant to the role the employee is expected to perform. Additional information may be added to this file throughout the term of employment as required for that employee for business purposes.

We will not collect any more information than that which we have stated to fulfil our purposes and will not keep it for longer than is necessary. This information will be held securely for the duration of time we require it.

When your employment has ended with us, we will only hold your information on file for a period of time as necessary for legal compliance or lawful purposes.

### **Retention of your information**

We will only keep your information for as long as is necessary and for which the original purpose was for collecting it. This may also include reasons of legitimate interest or to fulfil any legal or regulatory obligations.

### **Safeguarding your information**

RSC Training Ltd take the security of your information seriously and take all reasonable precautions to ensure your Personal Data is secure. Where we work with third party providers, we require them to do the same and we are constantly evaluating such parties to ensure they meet our security requirements.

Access to your Personal Data is restricted to authorized persons within RSC Training Ltd and overseen by our Data Protection Officer (DPO). To prevent any unauthorized access, modification, misuse or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we have collected both offline and online.

### **Who do we share your information with?**

In order for us to process training applications, we are required to share your Personal Data with third party Accrediting Bodies. We only share information with them that is required for this process.

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In order for us to process invoices and payments, we are required to share your Personal Data with third party providers who are provider a facilitating service to us. We only share information with them that is required for these processes.

In certain circumstances, we may be required to share information, including your Personal Data, for the purposes of legal compliance or lawful purposes.

We will never, under any circumstances, share your information with any third party companies. If you have any questions or concerns regarding the retention, storage and sharing of your Personal Data, please contact us.

### **Age Restrictions**

The services we provide are exclusively available for those aged 16 or over. We do not knowingly provide services to or actively target those under the age of 16. If you are aware of or have reason to believe that we have been provided with Personal Data from anyone under the age of 16, please contact us.

### **How you can access your information**

You have the right to ask for a copy of the Personal Data held by us on you. No fee is payable, and we will provide any and all information in regard to your request free of charge. We reserve the right to charge a fee if and when the request is unfounded or excessive, such as repetitive requests.

We also want to make sure that any Personal Data we hold on you is accurate and up to date. You can ask us to make amendments or remove any information at any time. Please contact us on any of the means at the end of this policy for details.

### **Changes to our Privacy Policy**

We reserve the right to modify of Privacy Policy at any time. Should we make any modifications to our Privacy Policy, we will post those changes to this Privacy Policy and to any other places we deem appropriate, so you are aware of what information we collect, how we use it, and under what circumstances (if any) that we disclose it. If we make any significant modifications to our Privacy Policy, we will give you reasonable notification of this here, via email or via a notice on our website, prior to implementation of the changes.

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### Data Protection Authority

RSC Training Ltd is a data controller for [www.rsc-training.co.uk](http://www.rsc-training.co.uk) and other means of data collection. RSC Training Ltd is registered on the Information Commissioner's Office's Register of Data Controllers under the number ZA170507. You may direct questions and complaints regarding how we handle your Personal Data to the Information Commissioner's Office (ICO) via the following means:

[www.ico.org.uk](http://www.ico.org.uk)

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

0303 123 1113

### Contact Us

If you have any questions, concerns or complaints regarding our Privacy Policy, our working practices or the services we provide, you may contact our Data Protection Officer (DPO) via any of the following means:

- By Post: FAO Data Protection Officer, RSC Training Ltd, 8 Priory Hill, Twisleton Court, Dartford, Kent, DA1 2EN
- By Phone: 0203 794 0798
- By Email: [info@rsc-training.co.uk](mailto:info@rsc-training.co.uk)

We will respond to all requests, concerns or complaints within 30 days.