

ICAT

PRIVACY POLICY - MAY 2018

This privacy notice sets out how we will process personal data which you provide to us. Please read this notice carefully to understand why data is being collected and what we do with that data. Our website may contain links to independent websites which are not provided by us. Such independent sites are not under our control, and we are not responsible for and have not checked and approved their content or their privacy policies. We may change the privacy notice from time to time by amending this page.

For the purpose of the Data Protection Act 1998 and General Data Protection Regulation EU 2016/679, the data controller is Julie Boxall whose registered address is ICAT P.O. Box 299, Chudleigh, Devon TQ13 0ZQ

What type of information will we collect from you?

The personal information we collect from you will typically include the following:

- Full name and contact details (including your contact number, email and postal address)
- Information on any access requirements you have necessary to enable us to provide suitable venues for you, which may consist of details of any disability or learning difficulty about you
- Details about your areas of interest where we wish to send you marketing information about similar training and workshops.
- Your communications with us, including a record of the email or telephone correspondence created when you contact us as part of a service query

On what basis can we process your information?

The legal grounds under data protection legislation for processing your personal data are as follows:

- It is necessary for the performance of a contract to which you are a party, or to take steps prior to entering into a contract with you, for us to provide you with our products and services
- You have given us explicit consent to the processing of your personal data for one or more specific purposes, namely 1) where you have given us consent to receive electronic marketing by us and/or 2) to process your Special Category Personal Data described above. You do not need to provide us with marketing consent in order to receive our services
- It is necessary for the purposes of our legitimate interests, except where our interests are overridden by the interests, rights or freedoms of affected individuals (such as you). To determine this we shall consider a number of factors, such as what you were told at the time you provided your data, what your expectations are about the processing of the data, the nature of the data, and the impact of the processing on you. Our legitimate interests include processing necessary to improve and to promote our services and product and to administer the technical aspects of our service and products.
- Where we need to comply with a legal obligation;

What are we going to do with your information?

We will hold and use personal information about you in the following ways:

- To fulfil our obligations to you when providing you with our tuition.
- To share your information with others where necessary to fulfil our services for you or where we register you with an external accreditation body for the purposes of their certification.
- To comply with our statutory and regulatory obligations, including verifying your identity.
- Communicate with you during the course of providing our services, for example with your enquiries and requests
- Statistical purposes so we can analyse figures to help us manage our business and plan strategically for the future
- To provide you with information about goods or services we feel may interest you, where you have provided permission for us to do so or, if you are an existing customer only, where we choose to contact you by electronic means (including e-mail or SMS) with information about our own goods and services similar to those which you have already obtained from us or negotiated to obtain from us. For those marketing messages you can unsubscribe at any time
- To notify you about changes to our service

How long we keep your data for

We will retain your personal data for different periods depending on the service you have chosen to use us for, which may be a longer period than that for which we need to hold your data to provide those services, i.e. where we are under regulatory or statutory duties to hold your data for a longer period or need to retain it in the event of a legal claim or complaint.

Who your information will be shared with

We will pass your details to the following organisations who carry out certain activities on our behalf as part of us providing our services: ACAT and OCN London.

We will also disclose your personal information to third parties:

- If our company or substantially all of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation, or to protect the rights, property, or safety of our company, our customers, or others.

We will not share your information with third parties for marketing purposes without first obtaining your prior consent.

Security of your data

Your data will be held on a secure computer and in paper format in a locked filing cabinet. We will take all reasonable precautions to keep your personal information secure. Access to your information is restricted to prevent unauthorized access, modification or misuse and is only permitted among the ICAT and ACAT committee and staff.

Your rights

How you can access and update your information

You have a right to request a copy of the personal information we hold about you, known as a data subject access request. You also have the right to request that information we hold about you which may be incorrect, or which has been changed since you first told us, is updated or removed. These requests incur a fee of £10 and can be sent to ICAT, P.O. Box 299, Chudleigh, Devon TQ13 0ZQ.

How you can request erasure of your data

You can ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where you have withdrawn consent for us to process it (as explained below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

How you can withdraw your consent

You have the right at any time to withdraw any consent you have given us to process your personal data. Please note if you withdraw your consent it will not affect the lawfulness of any processing of your personal data we have carried out before you withdrew your consent. Should you wish to do so you can change your consent preferences at anytime by writing to ICAT, P.O. Box 299, Chudleigh, Devon TQ13 0ZQ.

How you can restrict or object to us using your data

You can ask us to suspend the way in which we are using your information in certain scenarios, or object to our processing your data where we are relying on a legitimate interest ground (or those of a third party) and you feel it impacts on your fundamental rights and freedoms, or where we are processing your personal data for direct marketing purposes. Please note that if you want us to restrict or stop processing your data this may impact on our ability to provide our services. Depending on the extent of your request we may be unable to continue providing you with our service.

Any queries or concerns about the way in which your data is being used can be sent to ICAT, P.O. Box 299, Chudleigh, Devon TQ13 0ZQ.

Complaints about the use of your personal data

If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated by writing to ICAT, P.O. Box 299, Chudleigh, Devon TQ13 0ZQ.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the UK data protection regulator, the Information Commissioner's Office. Further details can be found at www.ico.org.uk or 0303 123 1113.