

# TERSUS TRAINING SERVICES LTD

## PRIVACY POLICY

### What this policy covers

This policy details how we use any information we collect about you when you enquire with us or place an order for services or products.

The UK General Data Protections Regulation prescribes the way we may collect, retain and handle personal data and applies to all persons within the EU. Tersus Training Services and all our employees who handle the personal data of those in the UK or EU in the course of working for us must comply with it.

### Who we are

Tersus Training Services Ltd (TTS) is a subsidiary of Tersus Consulting Ltd. Our UK company number is 10880057 and our registered address is 1<sup>st</sup> Floor, Rainham House, Manor Way, Rainham, Essex, RM13 8RH. TTS is registered with the ICO on the Data Protection Register; our registration number is: ZA271246

### How we use your data

We take your privacy seriously and only collect information about you to respond to your enquiries and requests for information. We use this data to administer your account and to provide the products and services you have requested from us. We might also collect information from you when you voluntarily complete customer surveys and/or participate in TTS competitions, promotions and giveaways.

If you undertake training delivered for, or on behalf of, TTS for which certification is issued by an accrediting body then we will share with the accrediting body the necessary personal information to enable them to process the application for your certification. Their safe handling of your data will fall under their own GDPR policies and procedures, links to which will be made available to you upon request.

From time to time we would like to contact you to notify you of the approaching expiry of a certificate/qualification you hold or to give you details of other training and consultancy products and services we provide which we believe will be of interest to you. We are, however, mindful of your right to privacy and if you prefer not to receive such communications, you can avoid receiving them at any time by visiting our website and updating your preferences, by e-mailing us on [trainingadmin@tersusgroup.co.uk](mailto:trainingadmin@tersusgroup.co.uk) or by phoning 01642 480697.

We may not always request specific permission to process the personal data of business-to-business contacts (those with corporate e-mail addresses) or individuals based outside of the EU but you will always have the right to opt out of marketing communications sent by us.

## **The sort of data we hold**

Much of the information we hold will have been provided by you but some may come from other sources (such as from within Tersus, website tracking or Google analytics or from any Awarding Bodies you are registered with).

Further details on the type of data we hold is available upon request.

We review all stored personal data kept for the purpose of marketing on a regular basis (usually on a three year cycle) to establish if we are still legally entitled to process and retain it.

## **Marketing**

From time to time we would like to contact you with details of other training and consultancy products and services we provide.

Please contact us if you would prefer not to receive further marketing communications from us or personalise your marketing consent at any time by visiting our website and updating your preferences, by e-mailing us at [data.protection@tersusgroup.co.uk](mailto:data.protection@tersusgroup.co.uk) or by phoning 01705 155705.

## **How we protect your data**

We work hard to protect your personal data from loss, misuse and unauthorised access and will never sell your personal data without obtaining your consent in advance. We will report any unlawful data breach to all relevant parties and authorities in compliance with the requirements of the UK's General Data Protection Regulation.

**We never store the payment information of our customers**, whatever format you provide these in. Online payments are handled independently by Stripe ([www.stripe.com](http://www.stripe.com) – [privacy policy](#)) so we never have direct visibility or access to online payment information. Any payment information provided for payments made over the telephone is securely destroyed as soon as we have used it to process your order.

We will never transfer your personal data outside of the EU without your consent with the exception of data automatically recorded by MailChimp and Google.

Where we process special categories of data (which may include data regarding medical issues or disabilities), we will always obtain your consent unless this is not required by law or the information is required to protect your health in an emergency. It may be necessary for us to pass this information to relevant awarding bodies for processing where this is required as evidence to ensure you are not disadvantaged as a result of a verifiable medical issue.

Our websites may, from time to time, contain links to and from external websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we cannot accept any responsibility or liability for these. Please check these policies before you submit any personal data to these websites.

## **Disclosing your data**

If you enquire with us about products or services that we offer through one of our partners, we will pass on your personal information to the relevant partner so they may assist you.

Once you have enrolled with us for a product or service, we may also share your data with any relevant awarding bodies where this is required as part of the services we have contracted to supply to you. **This may be a requirement of the Awarding Body and this information may need to be shared with the Awarding Body in order for us to be able to provide our services. If you have any concerns regarding us sharing your personal data with the relevant Awarding Bodies, please contact us immediately.**

These bodies have their own privacy policies and we cannot accept any responsibility or liability for these.

For further details of the Awarding Bodies that may be included by this statement please contact [trainingadmin@tersusgroup.co.uk](mailto:trainingadmin@tersusgroup.co.uk)

We will not transfer any of your data to any other third parties for marketing purposes without your permission.

## **Third-party processors**

In addition to those parties detailed above, we may use the following third parties where this is required for the management of our business and these third parties may process personal data on our behalf.

Google - <https://www.google.co.uk>

Administrative - <https://www.getadministrate.com>

MailChimp - <https://mailchimp.com>

## Your rights

You can update your privacy preferences at any time by visiting our website and updating your preferences in your account, by e-mailing us on [data.protection@tersusgroup.co.uk](mailto:data.protection@tersusgroup.co.uk), 01708 555705.

If you have any concerns regarding how we use or retain your data, please contact our Data Controller who will be happy to help ([data.protection@tersusgroup.co.uk](mailto:data.protection@tersusgroup.co.uk), 01708 555705).

You also have the right to complain to the Information Commissioner if you feel we have unlawfully processed your personal data ([www.ico.org.uk](http://www.ico.org.uk)).

TTS will comply with all of the requirements of the UK's GDPR with regards to the provision of the following rights for individuals:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

## Changes to our privacy policy

Any changes we make to our privacy policy will be available on our website and will also be added to your privacy preferences dashboard on our website if you have one. By continuing to use our website and services, you will be deemed to have accepted such changes unless you indicate otherwise.

## Supervising Authority

The Information Commissioner's Office is the supervisory authority for data protection:

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

Telephone: 0303 123 1113