

# Privacy policy

## 1. Introduction

- 1.1 We are committed to safeguarding the privacy of our website visitors and LMS service users; in this policy we explain how we will handle your personal data.
- 1.2 By using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

## 2. Credit

- 2.1 This document was created using a template from SEQ Legal

## 3. How we use your personal data

- 3.1 In this Section 3 we have set out:

- (a) the general categories of personal data that we may process;
  - (b) in the case of personal data that we did not obtain directly from you, the source and specific categories of that data;
  - (c) the purposes for which we may process personal data; and
  - (d) the legal bases of the processing.

- 3.2 We may process data about your use of our website and services ("**usage data**"). The usage data may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use. The source of the usage data is our analytics tracking system. This usage data may be processed for the purposes of analysing the use of the website and services. The legal basis for this processing is your consent, our obligation to you to deliver the services through our LMS and our legitimate interests, namely monitoring and improving our website and services.

- 3.3 We may process your account data ("**account data**"). The account data may include your name and email address. The source of the account data is you or your employer. The account data may be processed for the purposes of operating our website & Learning Management System, providing our services, communicating with you, providing you with usage and billing reports and providing you with technical and management support. The legal basis for this processing is consent from you and our obligation to you in the performance of the contract between you and us

- 3.4 We may process your information included in your personal profile on our website & Learning Management System ("**profile data**"). The profile data may include your name, address, telephone number, email address, profile pictures, gender, date of birth, relationship status, interests and hobbies, educational details and employment details. The profile data may be

processed for the purposes of enabling and monitoring your use of our website, Learning Management System and other services. The legal basis for this processing is consent and the performance of the contract between you and us and/or taking steps, at your request, to enter into such a contract such as you requesting us to set up a trial demo system.

- 3.5 We may process your personal data that are provided in the course of the use of our services ("**service data**"). The service data may include *courses followed, exam results, log in activity, help and support requests and any posts on forums within the Learning Management System*. The source of the service data is your employer, you and your activities carried out within the Learning Management System. The service data may be processed for the purposes of operating our website & Learning Management System and providing our services to you and the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract such as you requesting us to set up a trial demo system.
- 3.6 We may process information that you post for publication through our forum section of our Learning Management System, or through other services ("**publication data**"). The publication data may be processed for the purposes of enabling such. The legal basis for this processing is consent and the performance of a contract between you and us.
- 3.7 We may process information contained in any enquiry you submit to us regarding products and/or services ("**enquiry data**"). The enquiry data may be processed for the purposes of offering, marketing and selling relevant products and/or services to you. The legal basis for this processing is consent and taking steps, at your request, to enter into a contract such as you requesting us to set up a trial demo system.
- 3.8 We may process information relating to transactions, including purchases of goods and services that you enter into with us and/or through our website & Learning Management System ("**transaction data**"). As a payment gateway we use third party PCI-compliant service providers. The transaction data may include your contact details, your card details and the transaction details. The transaction data may be processed for the purpose of supplying the purchased goods and services and keeping proper records of those transactions. The legal basis for this processing is the performance of a contract between you and us our legitimate interests, namely our interest in the proper and compliant administration of our website and business.
- 3.9 We may process [information that you provide to us for the purpose of subscribing to our email notifications and newsletters] ("**notification data**"). The notification data may be processed for the purposes of sending you the relevant notifications and/or newsletters. The legal basis for this processing is consent. Each notification we send you will contain an option to opt out of any future notifications.
- 3.10 We may process information contained in or relating to any communication that you send to us ("**correspondence data**"). The correspondence data

may include the communication content and metadata associated with the communication. Our website & Learning Management System will generate the metadata associated with communications made using the website contact forms. The correspondence data may be processed for the purposes of communicating with you, allowing you to communicate with your users/staff through the communication function of our Learning Management System and for the purpose of record-keeping. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and Learning Management System and is the performance of a contract between you and us.

- 3.11 In addition to the specific purposes for which we may process your personal data set out in this Section 3, we may also process any of your personal data] where such processing is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.
- 3.12 Please do not supply any other person's personal data to us, unless we prompt you to do so.

#### **4. Providing your personal data to others**

- 4.1 We may disclose your personal data to any member of our group of companies (this means our subsidiaries, our ultimate holding company and all its subsidiaries) insofar as reasonably necessary for the purposes set out in this policy.
- 4.2 We may disclose your personal data to our insurers and/or professional advisers insofar as reasonably necessary for the purposes of obtaining and maintaining insurance coverage, managing risks, obtaining professional advice and managing legal disputes.
- 4.3 We may disclose your data to our suppliers or subcontractors insofar as reasonably necessary for the purposes of fulfilling our contract obligations to you and ensure the efficient running of our business.
- 4.4 Financial transactions relating to our website and services are handled by our payment services providers, currently WorldPay, Visa and American Express. We will share transaction data with our payment service providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds. You can find information about the payment services providers' privacy policies and practices at <https://www.worldpay.com/uk/worldpay-privacy-notice>
- 4.5 In addition to the specific disclosures of personal data set out in this Section 4, we may also disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

## **5. International transfers of your personal data**

- 5.1 In this Section 5, we provide information about the circumstances in which your personal data may be transferred to countries outside the European Economic Area (EEA)].
- 5.2 The hosting facilities for our Learning Management System are situated in The U.S. The European Commission has made an "adequacy decision" with respect to the data protection laws in the US. Transfers of Data to the US need to come under the US/EU Privacy Shield in order to be compliant. Our Learning Management system is hosted on servers operated by Liquid Web and Hostdime. Both are subscribers to the US/EU Privacy Shield. You can consult their privacy statements here:

<https://www.liquidweb.com/blog/liquid-web-and-gdpr-compliance/>

<https://www.hostdime.com/support/legal/privacy.php>

- 5.3 Your Learning management Data are housed on servers secured by SOCII Type B compatible facilities. Your personal identifiable information will be encrypted in a database that requires a personal decryption key only known to the software provider.

## **6. Retaining and deleting personal data**

- 6.1 This Section 6 sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal data.
- 6.2 Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- 6.3 We will retain and delete your personal data as follows:

Your personal Data will be retained for as long as you and/or your employer are continuing to be customers of Oxford Applied Training and up to 12 months after you cease to be a customer.

- 6.4 Notwithstanding the other provisions of this Section 6, we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

## **7. Amendments**

- 7.1 We may update this policy from time to time by publishing a new version on our websites.
- 7.2 You should check our websites occasionally to ensure you are happy with any changes to this policy.
- 7.3 We may notify you of changes to this policy by email or through the private messaging system on our website.

## **8. Your rights**

- 8.1 You may instruct us to provide you with any personal information we hold about you; provision of such information will be subject to:
  - (a) the payment of a fee (currently fixed at GBP 10); and
  - (b) the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).
- 8.2 We may withhold personal information that you request to the extent permitted by law.
- 8.3 You may instruct us at any time not to process your personal information for marketing purposes.
- 8.4 In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt out of the use of your personal information for marketing purposes.

## **9. About cookies**

- 9.1 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.
- 9.2 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.
- 9.3 Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

## **10. Cookies that we use**

- 10.1 We use cookies for the following purposes:

- (a) Gaining consent from you – We use a cookie to ask you for consent to use cookies then record the answer you give regarding accepting cookies. Without this cookie, this consent request will pop up every time you navigate to a new page on the website. The cookie used for this purpose is: **CookieMessage**

- (b) Ensuring the correct functioning of our ecommerce facilities: Allows the website to function correctly such as retaining a shopping basket. The cookie used for this purpose is: **PHPSESSID**
- (c) Analysing the effectiveness of our advertising campaigns: If you visited our websites by clicking on a link from another third party site e.g an advert, we sometimes store the origin of your click so that we can monitor which marketing is effective. The cookie used for this purpose is: **trackingcode**
- (d) Ensuring the correct functioning of our Learning Management System and allowing you to access the functionality we are contractually obliged to deliver to you. We use some cookies once you're logged in to our Learning Management System to enable you to come back without having to log in every time as well as when you create a user account and use an external analytics service such as Google Analytics.

When you create a user account we use a cookie to store your user ID. This user ID is a string a string of random characters and contain none of your personal information.

A temporary cookie is also used to keep track of your "session". Without this temporary cookie (which is not stored after you close your browser), you would have to log in again each time you navigate to a new page.

The cookies we use within the Learning Management System are:

**ShowActive:** This stores your preference for viewing "active only" or "all" users in your user list

**Castel:** Stores the most recently selected category on the catalogue

## 11. Cookies used by our service providers

- 11.1 Our service providers use cookies and those cookies may be stored on your computer when you visit our website.
- 11.2 We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at:  
<https://www.google.com/policies/privacy>

## 12. Managing cookies

- 12.1 Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies of some of the most common browsers via these links:
  - (a) <https://support.google.com/chrome/answer/95647?hl=en> (Chrome);

- (b) <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
  - (c) <http://www.opera.com/help/tutorials/security/cookies/> (Opera);
  - (d) <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);
  - (e) <https://support.apple.com/kb/PH21411> (Safari); and
  - (f) <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).
- 12.2 Blocking all cookies will have a negative impact upon the usability of many websites.
- 12.3 If you block cookies, you will not be able to use all the features on our websites and you may lose some of the functionality that you or your employer specified as required for your needs.

### **13. Our details**

- 13.1 The websites are owned and operated by Oxford Applied Training Ltd
- 13.2 We are registered at 2 Compton Way, Witney, OX28 3AB - Registered in England Reg No: 09796108
- 13.3 Our principal place of business is at 28 The Quadrant, Abingdon Science Park, Abingdon OX14 3YS
- 13.4 You can contact us:
  - (a) by post, using the postal address given above;
  - (b) using our website contact form;
  - (c) by telephone, on [the contact number published on our website from time to time; or
  - (d) by email, using [the email address published on our website from time to time.