

## **General Data Protection Regulation Policy 2021**

Ash Vale Training (AVT) is committed to protecting and respecting your privacy. This Policy explains how we may collect and use information about you through our website and other means.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified then you can be assured that it will only be used in accordance with this Privacy Policy.

We may change this policy from time to time by updating our webpage and should periodically check its contents to ensure that you are happy with any changes made. Should you have any questions about this policy, want to exercise your right to see a copy of the information that we hold about you, or think that information we hold may be incorrect, you may contact our data controller via the contact link on our web site, [www.ashvaletraining.com](http://www.ashvaletraining.com)

### **Data Controller**

AVT Data Protection Act 1998 (the Act) the data controller is Susan Leftwich and/or John Muir.

### **What We Collect and How We Use It**

AVT records information from our courses including personal data such as, operator name, company name, company address and date of birth of operators. This information is shared with the accrediting body AITT/NPORS to achieve operator accreditation number to issue on certification.

We may also collect company data from online forms, including, but not limited to, information about you, which you provide to us through input areas within our website. Further information is also collected about you every time you email us with your details, which may include name, postal and email address, telephone numbers (work, home and mobile) and diversity monitoring information which we collect for the purposes of discharging our statutory obligations.

We monitor visitors to our website by recording the visitors to our site. We may collect information about your computer, including where available your IP address, operating system, and browser type for system administration and to report aggregate information for internal purposes only. This is statistical data about our user's browsing actions and patterns and does not identify any individual. This is principally so that we can make sure that it is easy to navigate, identify the areas that are of particular interest to visitors and generally improve the site and our services. The information we collect in this process will not identify you as an individual.

We may have cause to contact you by letter, telephone, email or otherwise in relation to the purposes specified in this Privacy Policy. It is, therefore, of fundamental importance that you ensure that your records are kept up to date with us.

### **Communication & Marketing**

If we propose to use your details to send you information from AVT and its services which we believe may be of interest to you (other than information that you have specifically requested) we give you the opportunity to tell us that you do not wish to receive such information in the future.

We will not use your information for purposes that are not clear when you provide your details and will not disclose them outside AITT/NPORS except in limited circumstances, for example, with your agreement or where we are legally obliged to do so. Under no circumstances will your information be sold or used by any other organisation.

### **How We Use Cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We may use traffic log cookies to identify which pages are being used. This helps analyse data about web page traffic and improve our website to tailor it to customer needs.

We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide a better website, by enabling us to monitor which pages are found useful and which are not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Other Websites**

Our website may contain links to other websites which are outside our control and are not covered by this Privacy Policy. If you access other websites using the links provided, the operators of these websites may collect information from you which will be used by them in accordance with their own Privacy Policies, which may differ from ours. Therefore, if you use these links to leave our site and visit websites operated by third parties, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting those websites. Please check these policies before you submit any personal data to these websites.

### **Changes – Website**

We aim to update our site regularly and may change the contents at any time. If the need arises, we may suspend access to our site, or close it indefinitely.

### **Review**

This Policy will be kept under review and amended as and when necessary.

### **Contacting Us**

We are always pleased to hear from our customers and are always grateful for any time you spend providing us with the knowledge we need to ensure our customers are completely satisfied. We want you to return to our website and to recommend us to your colleagues. If you have any questions or feedback about this statement, please do not hesitate to contact and we will be happy to answer any questions you may have.