Privacy and Data Protection Policy

1. Data Collection:

We collect personal information (e.g., your name, email, contact number) solely for the purpose of managing course registrations, communicating with your organisation and delegates, and enhancing our service to you.

2. Data Usage:

Your information will only be used for course administration, sending updates about our services, and handling your inquiries, i.e. for the purposes of providing our services to you, or if we need to comply with a legal obligation.

We will use your non-sensitive personal data to

(i) register you as a new client,
(ii) manage payment,
(iii) collect and recover monies owed to us
(iv) to manage our relationship with you,
(v) send you details of our goods and services. You can request not to have this information sent to you at any time.

Our legal grounds for processing your data are in relation to points (i) to (iv) above are for performance of a contract with you and in relation to (iii) and (v) above, necessary for our legitimate interests to develop our services and grow our business and to recover monies owed.

We will not share your details with third parties for marketing purposes except with your express consent.

In certain circumstances you can ask us to delete your data. See the section entitled 'your rights' below for more information.

We may anonymise your personal data so that you can no longer be identified from such data for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Our legal grounds for processing this data, is your explicit consent.

3. Data Sharing:

We do not share your data with third parties unless legally required or necessary for service delivery (e.g., processing payments).

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4. Data Storage and Security:

All personal data is securely stored in compliance with UK GDPR regulations. We use password protected and encrypted systems to protect your information.

5. Your Rights:

You have the right to access, correct, or delete your personal data at any time. To make such a request, please contact us at garth@training4reality.co.uk

These are set out in more detail at:

https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/

6. Data retention:

We will only keep your personal data for as long as is necessary to fulfil the purposes for which we collected it. We may retain your data to satisfy any legal, accounting, or reporting requirements, e.g. if we need to keep certain information about you for 6 years after you cease to be a client for tax purposes.

7. Disclosure of your personal data:

We may have to share your personal data with (i) service providers who provide IT and system administration support, (ii) professional advisors including lawyers, bankers, auditors and insurers (iii) HMRC and other regulatory authorities (iv) administrators specifically contracted by us to carry out admin tasks for our business e.g. a Virtual Assistant.

We require all these third parties to whom we transfer your data, to respect the security of your personal data and to treat it in accordance with the law. They are only allowed to process your personal data on our instructions.

In relation to a Subject Access Right request, you may request that we inform you of the data we hold about you and how we process it.

We will not charge a fee for responding to this request unless your request is clearly unfounded, repetitive, or excessive, in which case we may charge a reasonable fee, or decline to respond.

We will, in most cases, reply within one month of the date of the request unless your request is complex or you have made a large number of requests in which case we will notify you of any delay and will in any event reply within 3 months from the date of your request.

If you wish to make a Subject Access Request, please send the request to garth@training4reality.co.uk and clearly marked for the attention of the Data Compliance Officer.

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8. International data sharing/transfer:

If any of our third party providers were businesses outside of the UK/EEA, in countries which do not always offer the same levels of protection for your personal data, we will do our best to ensure a similar degree of security by ensuring that contracts, codes of conduct or certification are in place which give your personal data the same protection it has within the UK/EEA. If we are not able to do so, we will request your explicit consent to the transfer, and you can withdraw this consent at any time.

9. Keeping your data up to date:

We have a duty to keep your personal data up to date and accurate so from time to time we will contact you to ask you to confirm that your personal data is still accurate and up to date.

If there are any changes to your personal data (such as a change of address) please let us know as soon as possible by emailing garth@training4reality.co.uk

10. Data security:

We have put in place security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We also limit access to your personal data only to those employees, agents, contractors and other third parties who have a business need to know such data.

They will only process your personal data on our instructions and are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breaches and will notify you and any applicable regulator where we are legally required.

11. Complaints:

We are committed to protecting your personal data but if for some reason you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

Our ICO registration number is C1680902

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