



DATA PROTECTION / GDPR PRIVACY POLICY

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TERMS OF USE

DATA PROTECTION POLICY

At Train2Survive Ltd the privacy and security of our customers, respondents and visitors are of paramount importance. Train2Survive Ltd is committed to protecting the data you share with us. This privacy policy explains how Train2Survive Ltd processes information that can be used to directly or indirectly identify an individual (“Personal Data”) collected through use of its website, platform and course surveys.

Any information stored by us is treated as confidential. All information is stored securely and is accessed by authorized personnel only. Train2Survive Ltd implements and maintains appropriate technical, security and organisational measures to protect Personal Data against unauthorized or unlawful processing and use, and against accidental loss, destruction, damage, theft or disclosure.

The Company is Train2Survive Ltd (also referred to as “The Company”). Company number: SC462314.

Train2Survive Ltd is registered under the Data Protection Act with the Information Commissioner's Office. Registration number ZA050662

General Statement of the Company's Duties and Scope

The Company is required to process relevant personal data regarding students, members of staff, contractors, course applicants and customers as part of its operation and shall take all reasonable steps to do so in accordance with this Policy.

The Principles

The Company shall so far as is reasonably practicable comply with the Data Protection Principles (the Principles) contained in the Data Protection Act to ensure all data is:-

- Fairly and lawfully processed
- Processed for a lawful purpose
- Adequate, relevant and not excessive
- Accurate and up to date
- Not kept for longer than necessary
- Processed in accordance with the data subject's rights
- Secure
- Not transferred to other countries without adequate protection

We use any information provided to:

- Contact you in direct response to your enquiry.
- Provide a quote or an invoice for work carried out or services provided.
- Establish demand for our products and services in order to improve accessibility to and the range of products and services we provide.
- Maintain ongoing improvement and monitoring in our general service provision.
- Assist fraud protection and minimise credit risk.

Our Website:

By visiting this website, you consent to the collection and use of your Personal Data as described herein. If you do not agree with the terms set out herein, please do not visit this website and close the web browser. If required by applicable law, we will seek your explicit consent to process any Personal Data collected on this website or volunteered by you. Please note that any consent will be entirely voluntary. However, if you do not grant the requested consent to the processing of your Personal Data, the use of this website may not be possible and you should refrain from visiting it.

Train2Survive Ltd may collect record and analyse information of Visitors to its website in order to improve its products and services to customers. We may record your IP address and use cookies.

Train2Survive Ltd may obtain information collected by way of page view activity. Furthermore, we may collect and process any Personal Data that you volunteer to us in our website's forms, such as when you register for courses or request information.

Our website may include hyperlinks to, and details of, third party websites. We have no control over, and are not responsible for, the privacy policies and practices of third parties. Our advertisers may also use cookies, over which we have no control. Such cookies (if used) would be downloaded once you click on links or advertisements on our website.

Cookies

Cookies are small pieces of information sent by a website to a Visitor's hard disk. Cookies cannot be used to run programs or deliver viruses to your computer. By continuing to visit the website, you agree to the placement of cookies on your device. If you choose not to accept our cookies, we cannot guarantee that your experience will be as fulfilling as it would otherwise be. We may also place cookies from third parties for functional and marketing purposes. The use of cookies is widespread and benefits the surfer.

Use of Cookies

We may on occasion gather information regarding your computer whilst you are on our website. This enables us to improve our services and to provide statistical information regarding the use of our website to our advertisers where appropriate.

Such information will not identify you personally it is statistical data about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever.

Similarly to the above, we may gather information about your general internet use by using a cookie file. Where used, these cookies are downloaded to your computer automatically. This cookie file is stored on the hard drive of your computer as cookies contain information that is transferred to your computer's hard drive. They help us to improve our website and the service that we provide to you.

All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access particular parts of our website.

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://policies.google.com/privacy>

We use **AddThis** to analyse the use of our website. AddThis 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. Their privacy policy is available at: <https://www.addthis.com/privacy>

Advertising Platforms:

Train2Survive website appears on various advertising platforms such as Europages who gather information about website use by means of cookies. The information gathered relating to your website is used to create reports about the use of and visits to our website. Europages privacy policy is available at <http://corporate.europages.co.uk/terms-and-conditions/privacy/>. We have no control over any cookies or information gathered by any sites that advertise our company. You should read the privacy and cookie policy of any website you visit.

Personal Data

Personal data covers both facts and opinions about an individual where that data identifies an individual. For example, it includes information necessary for employment consideration such as an applicant's name and address and details of career history or a student's attendance record and exam results. Personal data may also include sensitive personal data as defined in the Act.

Processing of Personal Data

Consent may be required for the processing of personal data unless processing is necessary for the performance of a contract or delivery of a product or service or contract of employment or contract or agreement for services. Any information which falls under the definition of personal data and is not otherwise exempt will remain confidential and will only be disclosed to third parties with appropriate consent.

- The Company processes some personal data for direct marketing to its own clients, data subjects have the right to request an opt-out to these activities, which must be respected.
- The Company process some data for the purposes of service and product improvement and accessibility and as requested by our Awarding Bodies.
- The Company does NOT sell or provide information or personal data to third party sales or marketing companies.

Sensitive Personal Data

The Company may, from time to time, be required to process sensitive personal data. Sensitive personal data includes data relating to medical information, gender, religion, race, sexual orientation, trade union membership and criminal records and proceedings.

Children's Privacy:

Train2Survive does not address anyone under the age of 18. We do not knowingly collect personal identifiable information from children under 18. In the event we discover that a child under 18 has provided us with personal information, we immediately delete this from our servers.

If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to do necessary actions.

Rights of Access to Information:

Data subjects have the right of access to information held by the Company, subject to the provisions of the Data Protection Act 1998 and the Freedom of Information Act 2000. Any data subject wishing to access their personal data should put their request in writing to the DPC. The Company will endeavour to respond to any such written requests as soon as is reasonably practicable and in any event, within 40 days for access to records and 21 days to provide a reply to an access to information request. The information will be imparted to the data subject as soon as is reasonably possible after it has come to the Company's attention and in compliance with the relevant Acts.

Solicited and Unsolicited C.V.'s.

The accuracy of Information contained in a C.V. - no matter which format it is submitted - in is the responsibility of the applicant. If you provide Train2Survive Ltd with your C.V. for potential employment purposes (either in response to any advert on this website or "on spec") which includes your social media details, Train2Survive Ltd may retrieve publicly available information about you from social media.

Exemptions

Certain data is exempted from the provisions of the Data Protection Act which includes the following:-

- National security and the prevention or detection of crime.
- The assessment of any tax or duty.
- Where the processing is necessary to exercise a right or obligation conferred or imposed by law upon the Company, including Safeguarding and prevention of terrorism and radicalisation.

The above are examples only of some of the exemptions under the Act. Any further information on exemptions should be sought from the Information Commissioner <https://ico.org.uk/for-the-public>

Accuracy

The Company will endeavour to ensure that all personal data held in relation to all data subjects is accurate. Data subjects must notify the data processor of any changes to information held about them. Data subjects have the right in some circumstances to request that inaccurate information about them is erased. This does not apply in all cases, for example, where records of mistakes or corrections are kept, or records which must be kept in the interests of all parties to which they apply.

Data Security

- The Company will take appropriate technical and organisational steps to ensure the security of personal data.
- All staff and contractors are made aware of this policy and their duties under the Act.
- The Company and therefore all staff, contractors and students are required to respect the personal data and privacy of others and must ensure that appropriate protection and security measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to all personal data.
- An appropriate level of data security is deployed for the type of data and the data processing being performed.

External Processors

The Company will ensure that any data processed by external processors, for example, service providers, Cloud services including storage etc. are compliant with this policy and the relevant legislation.

Secure Destruction

When data held in accordance with this policy is destroyed, it is destroyed securely in accordance with best practice at the time of destruction.

Retention of Data

The Company may retain data for differing periods of time for different purposes as required by statute or best practices, individual departments incorporate these retention times into the processes and manuals. Other statutory obligations, legal processes and enquiries may also necessitate the retention of certain data.

The Company may store some data such as registers, photographs, exam results, achievements, books and works etc. indefinitely in its archive.

For further information on your Data Protection Rights please contact the Information Commissioner's Office: <https://ico.org.uk/for-the-public>

Storing Your Personal Data

We may transfer data that we collect from you to locations outside of the European Economic Area for processing and storing or for delivery of services. Also, it may be processed by staff operating outside the European Economic Area who work for us or for one of our suppliers. For example, such staff maybe engaged in responding to your enquiries, the processing and concluding of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all reasonable steps to make sure that your data is treated securely and in agreement with this Privacy Policy.

The transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically and transmission of such data is therefore entirely at your own risk. Where we have given you (or where you have chosen) a password so that you can access certain parts of our site such as E-Learning, you are responsible for keeping this password confidential.

Our Legal Obligation to Disclose Personal Information

We will reveal a user's personal information without his/her prior permission only when we have reason to believe that the disclosure of this information is required to establish the identity of, to contact or to initiate legal proceedings against any person or persons who are suspected of infringing rights or property belonging to Train2Survive Ltd or to others who could be harmed by the user's activities or of persons who could (deliberately or otherwise) transgress upon these rights and property.

We are permitted to disclose personal information when we have good reason to believe that this is legally required.

Access to Information

The Data Protection Act 1998 gives you the right to access the information that we hold about you. Please note that any demand for access may be subject to payment of a fee of £10 which covers our costs in providing you with the information requested. Should you wish to receive details that we hold about you please contact us.

Data Protection Officer

Train2Survive Ltd has a “Data Protection Officer” who is responsible for matters relating to privacy and data protection. The Data Protection Officer can be reached in writing at the following address:

For the Attention of:

The Data Protection Officer
Train2Survive Ltd
Falcon House,
Eagle Road.
Plymouth. PL7 5JY

If you have any further questions regarding the data Train2Survive Ltd collects, or how we use it, then please feel free to contact us by email: FAO: The Data Protection Officer Email: info@train2survive.com

Changes to This Privacy Policy:

We may update our Privacy Policy from time to time. Thus, we advise you to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. Changes are effective immediately, after they are posted on this page.

Full details of the Data Protection Act is available from the Information Commissioner
<https://ico.org.uk/for-the-public>