



**IPS SAFETY TRAINING**  
HEALTH - SAFETY - FIRST AID

## **IPS Safety Training Privacy Policy**

At IPS Safety Training we are committed to keeping your personal information safe and this document outlines the kind of data we collect, how we use it and for what reason and how we are protecting it according to the most current UK data protection laws.

We do not collect any data of children as the participating minimum age for our training courses is 16 years.

IPS Safety Training is the data controller (collectively referred to in this document as "IPS Safety Training", "we", "us" and "our") with full responsibility for the way data is processed and these are our details:

Name: IPS SAFETY TRAINING

Address: 34 WARWICK ROAD, ST. ALBANS AL1 4DL

Phone Number: 01727 223201

E-mail: [help@ipssafetytraining.com](mailto:help@ipssafetytraining.com)



## **The type of personal information we obtain**

Personal information or data is any information from which an individual person can be identified. This does not include anonymous data which is information from which the personal identity has been removed.

In order to keep your information current and accurate we ask that you keep us informed of any data changes during your interactions with us.

There are different forms of personal data we collect, use, store and pass on which we have grouped into the following categories:

### **Identity Data**

This includes your first and last name, username, title, job title, date of birth, age and gender

### **Contact Data**

This includes your address, billing address, delivery address, email address and telephone numbers

### **Financial Data**

This includes your bank details and credit/debit card details

### **Transaction Data**

This includes information about products and services you have obtained from us and payments made to and from you

### **Usage Data and Profile Data**

This includes data about how you use our products, services and website as well as usernames, passwords, your orders, interests, preferences, feedback and responses to questionnaires and surveys

### **Marketing Data**

This includes information about how you prefer to be contacted and any preferences for marketing information you receive from us or any third parties

### **Technical Data**

This includes data related to your use of our website such as IP address, login details, your browser, time, frequency and length of visit to our webpages, time zone settings, operating system and platform and other technology on the different devices you use to access our website



### **Aggregated Data**

This includes statistical and demographic data derived from your personal data which is not legally considered personal data as it does not reveal your identity directly or indirectly.

### **Special category or sensitive data**

We do not collect any special category or sensitive data about you such as your race, ethnicity, religious or philosophical beliefs, sexual orientation, political opinions, trade union membership, genetic or biometric data nor information about criminal offences or convictions.

When attending a training course in person you are asked to consent to notify your instructor of any physical impairment or injuries that may affect your safety when undertaking practical exercises. The lawful basis for collecting this data with your explicit consent is to make reasonable adjustments to practical training elements that ensure your safety.

## **How we obtain the personal information**

### **Directly from you**

Most of the information we collect about you comes from direct interaction with you via phone, email, post, or our website when you

- Request information about our products and services
- Make a purchase of our products or services
- Fill in a registration form on one of our courses
- Create an account on our website

### **From Third Party sources**

Occasionally other parties pass your details on to us such as

- The marketing platform of our Awarding Body ProTrainings which allows us to promote and advertise our courses
- Other training providers who use our training services on a subcontract basis
- Awarding and Regulating bodies such as ProTrainings and TQUK
- Companies and organisations purchasing our services or products on your behalf (i.e. your employer)
- Companies that hold your information in the public domain such as Companies House and the Electoral Roll

### **Through automated technologies and interactions**

When visitors view and interact with [www.ipssafetytraining.com](http://www.ipssafetytraining.com) (our website) we collect technical data about your device, the way you browse and your usage data.



This personal data is collected by cookies and other similar technologies. Technical data about you may also be received from other websites using our cookies. You can set your browser to refuse some or all browser cookies but disabling cookies might make some parts of our website inaccessible or not functioning properly. Please see [cookie policy](#) for details.

We might also obtain your data through payment and delivery services, search engines such as Google, advertising platforms such as Facebook, networking organisations such as LinkedIn, as well as data brokers and aggregators.

In some instances, your data is shared with companies based outside of the European Economic Area (EEA) who we are confident have an adequate commitment to treat your data with a comparable level of protection as that of the EEA.

Where we do not feel these safeguards are in place, we will only share information where we have obtained your explicit consent to do so.

Our website [www.ipssafetytraining.com](http://www.ipssafetytraining.com) may include links to third-party websites, plug-ins and applications (for example when you make a payment or watch a video clip). Clicking on those links or enabling these connections may enable third parties to collect or share your data. We do not control these third-party websites and do not have responsibility for their own privacy policies. When you leave our website, please make sure you read the privacy policy of every website you visit.

## **How and why we use your data**

Only when the law allows us will we use your personal data. We will only use your personal data for the purposes it was collected for or a reasonably compatible purpose. For more information, please email us at [help@ipssafetytraining.com](mailto:help@ipssafetytraining.com) and we can explain this in more detail.

In most cases we do by law depend on your explicit consent to process your personal data if we can state another legal basis for using your data. We must by law be able to state the “valid reason” or “lawful basis” by which we collect and process your data.

The purposes are as follows:

### **Personal data directly obtained from you, or a third party is used**

- To perform the obligations of the contract we are about to enter into or have entered into with you when you purchase our services or products
- To administer and manage our business activities



- To give you information about our products and services when you request this from us
- To review our products and services with a view to expand and improve them
- To contact you with reminders that your qualification is about to expire
- Where necessary for our legitimate interest or those of a third party and where your interests and rights do not override those interests
- For us to comply with the legal obligations connected to our business and services (i.e., regulation, quality assurance and certification)

Where we need to collect personal data by law or under the terms of a contract, we have with you and you fail to provide this data, we may not be able to perform the contract we have or are about to enter into with you. In this case we may have to cancel a product or service and notify you accordingly.

#### **Personal data obtained via your use of our website is used**

- To allow you to make use of interactive features of our website
- To administer and operate our website for data analysis, testing, research, troubleshooting and statistical purposes
- To provide support and information
- To provide recommendations to you and other users of our site with regards to our products or services
- To make improvements to our website so that information is presented in the most effective way when you access it using your computer or mobile device
- To keep our website safe and secure
- To obtain data on the effectiveness of our advertising to you and others with a view to make it more relevant
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#### **How we use your personal data for marketing purposes**

In order to use your personal data to provide you with marketing material we either need your consent to do so or we need to have a “legitimate basis” for this, which in our case is as the desire to develop and improve our products/services and to grow our business.

We are by law entitled to send you marketing communication if you have enquired about or purchased any of our products and services and provided your personal data in this context. Or you may have explicitly agreed to receiving marketing information from us without entering into a contract with us.



It is your legal right to change your preferences of how you would like to be contacted for marketing purposes or you can opt out of receiving these messages altogether at any time. To do so you can email us at [help@ipssafetytraining.com](mailto:help@ipssafetytraining.com). If you opt out of receiving marketing information from us this does not apply to the personal data provided with regards to purchases, qualifications or certifications.

When you make an enquiry or purchase of one of our services or products, we enter your details in our database for marketing purposes. This is also the case when you have given your details to third parties with a view to receiving information about our products and services. Or you may have created an account on our website and indicated that you would like to receive marketing information from us (by ticking the respective box)

We may send you our marketing information by email, text messages, post, automated calls and telephone calls or other.

We rely by law on your consent to use your personal data for the purpose of sending you third party direct marketing communications via email, or text message.

We will not share your personal data with any third party, such as for example our awarding body, for their own marketing purposes without your consent. Please note that if you do at a later point provide them with your contact details (for example by adding details to their dashboard) they may imply your consent to receive marketing materials, so please refer to their own Privacy Policy.

### **Keeping your data secure**

At IPS Safety Training we only give our employees and third-party partners access to your personal information where there is a business-related reason and insist on maintaining a high level of confidentiality. We have implemented measures to prevent your personal data from being accessed, used, changed, disclosed or lost accidentally or without prior authorisation. In the case of a suspected or actual personal data breach we have procedures in place to deal with this and will notify you and the respective regulators where we are legally required to do so.

### **How long do we keep your personal data?**

We have legal obligations to keep your personal data for specific lengths of time to adhere to our reporting, accounting and legal requirements but we will safely remove your personal data from our systems where it is not necessary to retain it for the purposes they were obtained for.



The law requires us to keep your Identity, Contact, and Qualification data for seven years as proof of the qualifications and CPD statements you qualified for. Current tax laws stipulate we are required to retain your Identity, Contact, Financial and Transaction data for six years.

It is your legal right under current data protection laws to request the following: access to your personal data, erasure of your personal data, correction of your personal data, transfer of your personal data, restriction of your personal data. You are also entitled to object to the processing and to withdraw any consent given previously.

(Please find more detail on the Information Commissioner's Office website <https://ico.org.uk/your-data-matters/>)

If you wish to exercise any of these rights, please contact us in writing by post or email [help@ipssafetytraining.com](mailto:help@ipssafetytraining.com) , and no additional fee will be raised for this. We will however request specific data from you to establish your identity and ensure we are not disclosing your information unlawfully. Typically, we will respond to your request within one month unless your request is extensive and complex in which case we will inform you that this might take longer and update you regularly.

### **How to complain**

If you have any concerns or complaints with regards to how we collect or handle your personal information we would appreciate if you would contact us first to give us an opportunity to resolve the matter. It is your right to complain to the Information Commissioner's Office as the UK supervisory authority for data protection issues

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Last modified 12<sup>th</sup> June 2021