

EDGE Services The Manual Handling Training Company Limited

Privacy Policy

This policy applies to information we collect when you choose to use this website, and also to personal information which we process further to supplying services to our clients and receiving goods and services from our suppliers.

We take your privacy very seriously and we ask that you read this privacy policy carefully as it contains important information on the personal information we collect about you; what we do with your information and who your information might be shared with.

Who we are

This website is owned by EDGE Services, The Manual Handling Training Company Limited and our registered office is at 4 Enterprise Complex, Walmgate, York, England, YO1 9TT, United Kingdom ("EDGE Services"). EDGE Services ('we' or 'us') are a 'data controller' for the purposes of the General Data Protection Regulation ('GDPR') where we control the purposes for which we process your personal information. Otherwise we are the "data processor". We will take all appropriate steps to ensure compliance with the all legislation relating to the protection of your personal data including the GDPR ('Legislation').

Any questions about our data protection policy or how we handle your personal data should be addressed to Andrew Lovett, Company Secretary. (See 'How to contact us' below.)

What information do we collect?

We collect personal information about you (such as your name, address, email address and telephone number) when you make an enquiry, register with us or purchase services from us or supply products or services to us. We also collect personal information when you use our website and contact us via our website using the online form.

Personal information about other individuals

If you give us information on behalf of someone else, you confirm that either;

(1) the other person has a contractual relationship with you and knows that you will be transferring their personal data to us for specific purposes and/or

(2) s/he has appointed you to act on his/her behalf and/or has agreed that you can:

- give consent on his/her behalf to the processing of his/her personal data
- receive on his/her behalf any data protection notices
- give consent to the processing of his/her sensitive personal data (as listed below).

Use of cookies

We use cookies on our website. A cookie is a small text file which is placed onto your computer (or other electronic device) when you use our website.

This website uses a cookie control system informing you on your first visit to the website on the use of cookies on your computer/device. The only personal data we collect is your IP address.

For example, we may monitor how many times you visit the website, which pages you go to, traffic data, location data and the originating domain name of a user's internet service provider, to improve the user's experience whilst visiting the website, and better understand how you use it. This

information helps us to build a profile of our users. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually.

You can set your browser not to accept cookies and the websites below tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

For further information on cookies generally visit www.aboutcookies.org or www.allaboutcookies.org.

Third Party Cookies: These are cookies set on your machine by external websites whose services are used on this site when you click onto the relevant links. Links are currently given to Twitter and Facebook. **If you choose to connect to them** they will run scripts from domains outside of our website. (You should be aware that these sites are likely to be collecting information about what you are doing all around the internet, including on our website.) You should check the respective policies of each of these sites to see how exactly they use your information and to find out how to opt out, or delete, such information BEFORE you link to them. (We are not responsible for the cookies run by third party websites or their privacy policies.)

Google Analytics: We use Google Analytics to collect information about visitor behaviour on our website. Google Analytics stores information about what pages you visit, how long you are on the site, how you got here and what you click on. This Analytics data is collected via a JavaScript tag in the pages of our site and does not provide us with your personally identifiable information. We therefore do not collect or store your personal information (e.g. your name or address) so this information cannot be used to identify who you are. You can find out more about Google's position on privacy as regards its analytics service at <http://www.google.com/analytics/learn/privacy.html?rd=2>

How will we use the information about you?

We process information about you so that we can:

- provide the services requested
- identify you and manage any accounts you hold with us
- let you know about other products or services that may be of interest to you (see 'Marketing' section below)
- detect and prevent fraud
- customise our website and its content to your particular preferences
- notify you of any changes to our website or to our services that may affect you
- improve our services

We only process your personal information where we have a lawful basis to do so. This is usually further to our contract with you. It may be because of legal obligations on us or in accordance with our legitimate business interest. If we are relying on the legitimate business interest basis for lawful processing be assured that we only do this where we have considered carefully the risks to your rights and freedoms (as we are required to do by the GDPR) and we will not process personal data on this basis if we have any doubt that your rights might be adversely affected. We also revisit this assessment regularly and update our procedures according to our findings.

Sharing your personal data with third parties

We may send information about you to other parties authorised by us (for example our agents, associates, licensing authorities (such as RoSPA*) and service providers) to be able provide

our service to you and to law enforcement agencies in connection with any investigation to help prevent unlawful activity.

Where we supply your personal information to a third party (other than a law enforcement agency) we will have a written agreement in place with them which requires them to comply with our commitments in this Policy and the Legislation.

* RoSPA Qualifications will use your personal data for the purpose of registering learner details, recording of results and producing and sending of a certificate. Data will be handled in accordance with RoSPA's Privacy Policy which can be seen at <https://www.rospace.com/help-information/privacy-policy/>, and UK General Data Protection Regulation.

We do not send your data outside the EEA.

Marketing and email newsletter

We use any information submitted to us by you to provide you with further information by email about the products and services we offer which you have requested and/or which may be of interest to you. Our lawful basis for doing this is our legitimate business interest. You can choose to unsubscribe at any point by clicking on the link at the bottom of the email from us or by contacting us (see contact details below).

Keeping your data secure

Our staff are bound by obligations of confidentiality and trained in the protection of personal data. We will take all reasonable steps to comply with the Legislation and use the appropriate technical and organisational measures necessary to safeguard your personal data. We only share your personal data with third parties who are required to comply with the Legislation.

While we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that is transferred from you or to you via email. If you have any particular concerns about your information, please contact us (see 'How can you contact us?' below).

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

Retention Periods

We store your personal data on secure servers for the following periods:

- until we no longer have a reason to hold it in relation to financial data (e.g. we destroy payment details as soon as we have taken a payment)
- for the duration of the qualification plus 4 months in relation to the full training register, and thereafter we retain the delegate's name, employer's contact details and pass mark indefinitely so that we can confirm whether or not an individual had the relevant qualification at the relevant time (on the basis of our legitimate business interest).
- until you ask us to delete or return it

in each case unless the law or our contractual obligations require us to store the data for a longer period.

What rights do you have?

The GDPR provides the following rights for individuals whose personal data is processed:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object to processing
8. We do not carry out automated decision making and profiling

If you wish to exercise any of your rights please contact us (as described below).

Right to lodge a complaint with the Supervisory Authority

If you have any concerns or complaints about how we use your personal data we hope you will alert us to these directly (see the Contact information below). You are entitled to complain to the Information Commissioners Office (ICO) which is the supervisory authority in the UK. Their contact details and the procedure can be found at www.ico.gov.uk

How to contact us

Please contact Andrew Lovett, Company Secretary, if you have any questions about this privacy policy or the information we hold about you.

If you wish to contact us about any other matter, please send an email to enquiries@edgeservices.co.uk or write to us at EDGE Services, Unit 4 Enterprise Complex, Walmgate, York, YO1 9TT.

Changes to the privacy policy

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website or use our services.

EDGE Services, The Manual Handling Training Company Ltd
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