

## **Privacy Policy and Data Protection**

### **Introduction**

At Consultancy and Facilitation Ltd. (C&F) we understand that customers care about the use and storage of their personal information and data. This document sets out our policy on how we will use and protect your personal information.

### **The information we collect**

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, reviews, recommendations, and personal profile.

User data is collected and processed for the purpose of identification, payment processing and for us to operate and provide our services to visitors and customers. We may use your data to contact our visitors and users with general or personalised service-related notices and promotional messages, and create aggregated statistical data and other aggregated and/or inferred non-personal information, which we or our business partners may use to provide and improve our respective services.

The holding and use of personal information are regulated by the Data Protection Act (2018) and the General Data Protection Regulation (2018).

The information required to complete a course/workshop booking can include:

- Name of the person making the booking
- Email address of the person making the booking
- Credit/Debit card details – when provided as part of our online booking system the details are stored securely by Wix.com Service.
- Telephone numbers of the person making the booking
- Names and address of all participants as part of course/workshop booking
- Any additional information you wish to provide that you feel is pertinent to your stay (e.g. learning and development requirements)

### **The way we collect data**

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name and email address. Your personal information will be used for the specific reasons stated above only.

The data we collect can also be provided to us by you or an agent/representative acting on your behalf when:

- forms are completed on our website or our online booking system
- we receive an email or a letter
- information is provided to us by telephone
- you tell us in person.

### **How we store your data and keep it secure**

We take all reasonable technical and organisational precautions to store your information in a secure manner and prevent its loss or misuse.

All credit and debit card data captured via our booking system or by other means is kept secure with the PCI level 1 compliance of Paymentsense, JotForm Inc, Stripe and PCI Card Storage. This is the highest security attainment you can have as a business that collects payments from, and integrates with, credit cards.

C&F website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our business and its service providers.

### **Using your personal information**

The personal information provided to us will only be used in connection with the services we are providing to you and is intended to improve your experience. We may use your personal information to:

- Process your booking and provide confirmation details
- Obtain payments for our services via credit/debit card
- Respond to any questions or comments via e-mail, telephone or post.
- Provide information that may be useful to you
- Contact you to resolve queries or issues
- Request feedback about the services we deliver, the booking experience and our website.

### **Disclosures, data storage and information sharing**

We may disclose your personal data as required by law to any third parties. If you provide feedback on your experience and services, this may be used for marketing purposes, but we will not disclose any of your personal information, other than name and city/country.

We will only share your personal data as necessary for any third party to provide the services as requested or as needed on our behalf. These third parties (and any subcontractors) are subject to strict data processing terms and conditions and are prohibited from utilising, sharing or retaining your personal data for any purpose other than as they have been specifically contracted for (or without your consent).

### **Cookies and similar technologies**

Cookies and similar technologies are used on our website. They allow us to track your browsing behaviour, links clicked, items purchased, your device type, and to collect various data, including analytics, about how you use and interact with our Services. This helps us to provide you with a better user experience and improved performance.

We use various web analytics tools such as Google Analytics, to collect information about how you interact with our website. This information includes things such as IP address, geographic location of the device, browser type, browser language, date and time of your request, time(s) of your visit(s), page views and page elements (e.g., links) that you click, what site you visited prior to visiting our website and how much time you spend on each page.

If you do not want information collected through the use of these technologies, there is a simple procedure in most browsers that enable you to automatically decline many of these technologies or to be given the choice of declining or accepting them.

If you reside in the European Union or other jurisdiction that requires us to obtain your consent to use cookies on our sites, then you will have an opportunity to manage your cookie preferences on the site; except that certain cookies are required to enable core site functionality, and you cannot choose to disable those cookies.

### **Your individual rights**

You have the right to complain to the ICO [[www.ico.org.uk](http://www.ico.org.uk)] if you feel there is a problem with the way we are handling your data. We handle subject access requests in accordance with the GDPR.

You may request that we provide you with any personal information we hold about you. Provision of such information will be subject to the supply of appropriate evidence of your identity (e.g. a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address)

You also have the right to request that we delete and destroy your personal data. Subject to providing evidence of your identity (see above) we will be happy to comply with a request to delete your data.

### **Notification of data breaches**

The GDPR requires us to notify the Information Commissioners' Office within 72 hours of first having become aware of any breach where that breach is likely to "result in a risk for the rights and freedoms of individuals". For any breach, we are required to notify you "without undue delay" after first becoming aware of a data breach. In the event of a breach we will do this in writing to your last known address given to us at the time of your booking.

### **Policy amendments**

We may update this privacy and data protection policy from time to time by posting a new version in our guest information folder.

### **How to Contact us**

If you have any questions about this privacy policy or our treatment of your personal information, please write to us by e-mail: [info@consultancy-facilitation.com](mailto:info@consultancy-facilitation.com)