PRIVACY NOTICE

Introduction & Our Details

ACI Training & Consultancy Ltd is a limited company incorporated in England and Wales. For data protection purposes, we are the data controller for the personal data we collect and use in connection with our website, enquiries, bookings, training services, occupational health screening and related administration, unless we tell you otherwise.

Our address is: Euro House, Bulwark Road, Bulwark, Chepstow, Monmouthshire, NP16 5JN
Our contact details are: 01291 624451 / info@acitrainingandconsultancy.co.uk
Our privacy contact is: Kathryn Lewis RGN. If a statutory Data Protection Officer is required or appointed, we will publish their contact details in this notice.

Our Commitment to You

We are committed to protecting your privacy and to complying with the data protection laws in the UK. In consequence, we collect the minimum amount of information about you that is commensurate with providing you with a satisfactory service.

What is the purpose and legal basis for us to collect and process your personal data?

We use personal data for the following purposes and lawful bases: to respond to enquiries and provide quotations, bookings, training, occupational health screening and related services where this is necessary to take steps before entering into a contract or to perform a contract; to manage customer accounts, payments, invoices, tax records and business administration where this is necessary for contract performance, legal obligations or our legitimate interests in running our business; to maintain service quality, audit records, complaints records and professional standards where this is necessary for our legitimate interests and, where applicable, legal or regulatory obligations; and to protect our website, systems and users where this is necessary for our legitimate interests in security and fraud prevention.

Where we send marketing communications, we will do so only where we have a valid lawful basis, such as your consent or, where permitted by law, our legitimate interest in promoting relevant services to existing customers. You can withdraw consent or opt out of marketing at any time by using the unsubscribe option in our emails or by contacting us.

What personal data will be collected and processed?

Depending on the service you use, we may collect and process your name, contact details, employer or organisation details, booking and payment information, correspondence, website usage data, training records, attendance records, certificates, feedback, complaints and any information you choose to provide in forms or communications with us.

Where we provide occupational health or fitness to work services, we may process health information and other special category data, including health declaration information, immunisation or infection exposure information, occupational health screening outcomes and fitness to work recommendations. We process this information only where necessary for occupational health purposes, the assessment of working capacity, health and safety requirements, legal or regulatory obligations, or with another appropriate condition under UK data protection law. A separate occupational health privacy statement is available on our website.

Who will receive your personal data?
We may receive personal data directly from you, from your employer or prospective employer, from our website forms, by email, by telephone, through booking platforms, through learning management systems, or through occupational health forms. We do not intentionally store completed enquiry form data on our website unless this is necessary for website functionality or security.

Our website is hosted by Webflow, and their privacy policy is available here: https://webflow.com/legal/eu-privacy-policy

Data concerning your credit/debit card payments is processed by Stripe and PayPal on a secure website linked to ours and they have their own privacy policy that you should read.

We may use trusted third-party service providers to support delivery of our services, including website hosting, booking systems, learning platforms, payment processors, email marketing providers, IT support, professional advisers, cloud storage, accounting systems and occupational health administration systems. Where these organisations process personal data on our behalf, we require them to protect it and use it only for the agreed purposes.

If you give consent to receive communications from us, we use a marketing automation and email marketing service, Transpond, to communicate with you. Their privacy policy can be read here: https://transpond.io/Privacy and includes details of where they store their data. You will be free to unsubscribe from those messages at any time.

We will not sell your personal data. We may share personal data where this is necessary to provide our services, administer our business, comply with the law, respond to lawful requests from regulators or authorities, protect our legal rights, or share appropriate occupational health outcomes with an employer or prospective employer where this is necessary and lawful. We will only share the minimum information required for the relevant purpose.

We may from time to time provide information of a general nature to third parties - for example, the number of individuals visiting our website, buying particular products or completing an enquiry form, but this information will be anonymized so that those individuals cannot be identified, except in the case of testimonials on our website where the individual has given consent.

International transfers
Some of our service providers may store or access personal data outside the UK. Where this happens, we will ensure that appropriate safeguards are in place, such as UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to the EU Standard Contractual Clauses, or another lawful transfer mechanism.

How long will we keep your personal data?
We will keep personal data only for as long as necessary for the purposes described in this notice, including to provide services, meet legal, tax, accounting, insurance, contractual, regulatory and audit requirements, handle complaints, and establish or defend legal claims. Customer transaction records are normally retained for at least six full tax years. Occupational health and fitness to work records may be retained for longer where required by occupational health, health

and safety, legal, regulatory, insurance or audit requirements. When personal data is no longer needed, we will securely delete, anonymise or archive it in line with our retention procedures.

What are your rights?
You have the right to:

- ask us for access to the personal data we hold about you
- ask us to correct inaccurate or incomplete personal data
- ask us to delete personal data where there is no lawful reason for us to continue holding it
- ask us to restrict or object to certain processing
- ask for certain personal data to be transferred to you or another organisation, where this right applies
- withdraw consent at any time where we rely on consent as the lawful basis for processing
- lodge a complaint with the Information Commissioner's Office.

Further details about your rights under data protection legislation can be found on the ICO's website at https://ico.org.uk/
We may need to verify your identity before responding to a rights request. Some rights are subject to exemptions or limitations under data protection law.

Cookies
Our website uses cookies and similar technologies. Essential technologies remain active where they are strictly necessary for the website to operate securely and correctly. The optional cookie categories currently used are Analytics, Personalisation and Marketing. You can accept or reject optional cookies or choose which individual categories to allow. You can change your preferences or withdraw your consent at any time by selecting **Cookie Settings** in the website footer.

We use Consent Pro by Finsweet as our consent management platform to manage your cookie preferences and control optional tracking technologies according to the choices you make.

For full details of the cookies and similar technologies we use, please see our separate Cookie Policy.

Security
We use appropriate technical and organisational measures to protect personal data against unauthorised access, loss, misuse, alteration or disclosure. These measures include access controls, confidentiality obligations, secure systems, staff awareness and procedures for managing data protection incidents.

Changes to this Privacy Notice
Any changes to this Notice will be placed here and will supersede this version. We will take reasonable steps to draw your attention to any changes in our policy. However, to be on the safe side, we suggest that you read this document each time you use the website to ensure that it still meets with your approval.

How to Contact Us

If you have any questions about this Privacy Notice, want to exercise your rights, or want to raise a concern about how we use your personal data, please contact our privacy contact by email at kate@acitrainingandconsultancy.co.uk or by using the contact details above. If you are unhappy with our response, you can complain to the Information Commissioner's Office.