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THE NATIONAL LEARNING CENTRE

Privacy Policy

The National Learning Centre Limited is committed to ensuring that Personal Data is protected in accordance with the requirements of the GDPR.

The documents sets out what information we may collect, why and what we will do with it.

“We” and “us” refers to The National Learning Centre and “you” refers to anyone browsing our site or using our services.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from May 25, 2018 and is in line with the GDPR.

Please read the section relevant to you:

1. Browsers and Users of Our Website – Fair Use Agreement:

You are welcome to browse our site and to use it to received training but if you continue to use it you are agreeing to these terms and conditions of use.

Our site is provided for information only and is a means of accessing our learning management system for our clients and for those receiving training. It is subject to change without notice and we do not give any guarantee or warranty as to accuracy or as to its content, or that it will remain available. We exclude any liability for any inaccuracy or errors to the fullest extent allowable under the law.

All rights in the content of this website (including any trade marks) are owned or licenced to us and must not be copied or reproduced by any means or in any medium.

If you are provided with, a username and password, or any other piece of information as part of our registration procedures, you must treat such information as confidential. You must not disclose it to any third party. We have the right to disable any username or password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of the provisions in this Fair Use Agreement. If you know or suspect that anyone other than you knows your username or password, you should promptly notify us at support@nationallearningcentre.co.uk and we would recommend that you change your password immediately.

When uploading content to this website, you must ensure that the content that you upload is accurate and up to date; not upload any content that is offensive, defamatory or likely to deceive any person; ensure that you have the right to use the content and not upload anything that may infringe the copyright, database right or trade mark of any other person; and ensure

that you have permission to name or reference any third parties. We reserve the right to alter or remove any content that you upload to this Website, without notice to you, if in our opinion it does not comply with this agreement. We will not be responsible, or liable to any person, for the content or accuracy of any content posted by you or any other person to this website.

Unauthorised use of this website may give rise to a claim for damages. It may also amount to a criminal offence.

Our Cookie Policy is incorporated into this agreement and is set out below.

This agreement is governed by the laws of England and Wales to which you agree to be bound and you agree to their exclusive jurisdiction by using this site.

2. Cookie Policy:

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This section of our Privacy Policy describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the sites functionality.

For more general information on cookies see the [Wikipedia article on HTTP Cookies](#).

2.1. How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

2.2. Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of the this site. Therefore it is recommended that you do not disable cookies.

2.3. The Cookies We Set

- Login related cookies

We use cookies when you are logged in so that we can remember this fact. This prevents you from having to log in every single time you visit a new page. These cookies are typically removed or cleared when you log out or close your browser to ensure that you can only access restricted features and areas when logged in.

2.4. Third Party Cookies

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

- This site uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official [Google Analytics page](#).

2.5. More Information

Hopefully that has clarified things for you and as was previously mentioned if there is something that you aren't sure whether you need or not it's usually safer to leave cookies enabled in case it does interact with one of the features you use on our site.

However if you are still looking for more information then you can contact us through one of our preferred contact methods:

- Email: mail@thehealthandsafetyconsultancy.co.uk
- Telephone: 01452 864213

3. Learners

If you are receiving training programs from us, then our policy as it relates to you is set out [here](#).

It includes a statement of your rights and how to exercise them. It also tells you what information we collect, why and how long we will hold it.

4. Clients

Clients are business to whom we provide training services under the terms and conditions of an engagement agreement. Mere browsers of this website are not Clients and nor are learners unless they have paid for the training themselves.

We collect certain information about our Clients in order to provide the services which we have contracted to provide in our engagement agreement.

4.1. What we collect

We may collect the following information:

- name and job title of Client contacts and others in the organization
- business contact information including email addresses
- business demographic information such as postcode, preferences and interests

- other information relevant to customer surveys and/or offers or to the provision of our consultancy services

4.2. What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

4.3. What is the Legal Basis for Collecting and Processing this Data?

We collect and process this data in order to fulfill our contractual obligations.

We will keep this data for three years following the termination of our agreement.

4.4. Sharing your Personal Data

Your Personal Data will be treated as strictly confidential, and will be shared only with our auditors and statutory bodies that regulate our services or when required to by law.

4.5. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

5. Data Processing for Clients

GDPR imposes obligations on the Controllers and Processors of Personal Data.

Our Clients collect and process Personal Data as part of their business activities and we collect data on their behalf in the provision of training services. They are the Controllers of that data.

When we act as a data processor we do it in accordance with our [Data Processing Agreement](#).

6. Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by

this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

7. Controlling your personal information

Unless subject to an exemption under the GDPR, individuals have the following rights with respect to their Personal Data:

- The right to request a copy of the Personal Data which we hold about you;
- The right to request that we correct any Personal Data if it is found to be inaccurate or out of date;
- The right to request your Personal Data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent has been the lawful basis for processing the data.
- The right to request that we provide you with your Personal Data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your Personal Data, to request a restriction is placed on further processing;
- The right to object to the processing of Personal Data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).

8. Transfer of Personal Data

We will not transfer any Personal Data outside of the UK or EEA.

9. Automated Decision Making

We do not use any form of automated decision making.

10. Complaints or Requests

You may exercise your rights, seek additional information or make a complaint at any time by emailing us at admin@nationallearningcentre.co.uk

If we are not able to resolve a complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.