

Website Privacy Policy

This website privacy policy describes how Formation Business Excellence Ltd protects and makes use of the information you give the company when you use this website.

For information on how Formation Business Excellence Ltd use other data collected via other sources such as emails, phone or written correspondence, please contact Formation Business Excellence as detail below in “contacting us”.

If you are asked to provide information when using this website, it will only be used in the ways described in this privacy policy.

This policy is updated from time to time. The next review is 12/10/2019.

Contacting Use

If you have any questions about this policy or request any other information on how we handle personal data and subject access request, please email info@formationbe.com or write to: Formation Business Excellence 41 Hasler Crescent, Waterlooville, Hampshire PO7 6DB.

Introduction

We gather and use certain information about individuals in order to provide products and services and to enable certain functions on this website.

We also collect information to better understand how visitors use this website and to present timely, relevant information to them.

What general data we gather

We may collect the following information:

- Name if making an enquiry through webpage
- Contact information including email address
- Demographic information, such as postcode
- Website usage data
- Other information relevant to client enquiries
- Other information pertaining to special offers and surveys

How we use general the data

Collecting this data helps us understand what you are looking for from the company, enabling us to deliver improved products and services.

Specifically, we may use data:

- For our own internal records
- To improve the products and services we provide through our webpage
- To contact you in response to a specific enquiry
- Understand and monitor how our website is used

What specific data we gather

We may collect the following information for eLearning courses booked through the website:

- Name
- Contact information including email address, telephone number
- Demographic information, such as postcode

How we use specific data

Collecting this data helps us understand what you are looking for from the company, enabling us to deliver improved products and services.

Specifically, we may use data:

- For our own internal records
- To issue certificates for any elearning course undertaken
- We will only share candidates name with UKATA for the purpose of issuing certificates.
- To improve the products and services we provide
- To contact you in response to a specific enquiry
- To provide support to candidates if required while undertaken an eLearning course.
- To contact you when annual refresher or newal of a certificate is due.

Cookies and how we use them

What is a cookie?

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website.

Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to see information like how many people use the website and what pages they tend to visit.

How we use cookies

We may use cookies to:

- **Analyse our web traffic using an analytics package.** Aggregated usage data helps us improve the website structure, design, content and functions.
- **Identify whether you are signed in to our website.** A cookie allows us to check whether you are signed in to the site.
- **Test content on our website.** For example, 50% of our users might see one piece of content, the other 50% a different piece of content.
- **Store information about your preferences.** The website can then present you with information you will find more relevant and

interesting.

- **To recognise when you return to our website.** We may show your relevant content, or provide functionality you used previously.

Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

Controlling cookies

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies.

However, please note that doing this may affect how our website functions. Some pages and services may become unavailable to you.

Unless you have changed your browser to refuse cookies, our website will issue cookies when you visit it.

Controlling information about you

When you fill in the form to make a general enquiry via the webpage, or register on an eLearning course, the information provided will be held securely.

We will not use your information for marketing purposes either for Formation Business Excellence Ltd or a third-party partner.

To prevent unauthorised disclosure or access to your information, we have implemented strong physical and electronic security safeguards.

We also follow stringent procedures to ensure we work with all personal data in line with the General Data Protection Regulations (GDPR).

We will never lease, distribute or sell your personal information to third parties unless we have your permission or the law requires us to.

Any personal information we hold about you is stored and processed under our data protection policy, in line with the General Data Protection Regulations (GDPR).

We are registered with the ICO Reference Number ZA102758

Links from our site

Our website may contain links to other websites.

Please note that we have no control of websites outside the Formation Business Excellence Ltd domain. If you provide information to a website to which we link, we are not responsible for its protection and privacy.

Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully.