

## **Privacy Statement**

The Gas Rooms Ltd provides accredited construction training and assessments and holds personal data on its students, clients and their employees, in order to provide its services.

This Statement explains why and how we collect personal information about individuals and how we use the information. It explains the legal basis for this and the rights you have over the way your personal information is used. For the purposes of the General Data Protection Regulations (GDPR) and any subsequent UK legislation covering Data Protection, the Data Controller is The Gas Rooms Ltd.

If you have any queries about this Statement or concerning your personal information in any way, please contact us by phone on 01524 740760 by email at [info@thegasrooms.co.uk](mailto:info@thegasrooms.co.uk) or write to us, The Gas Rooms Ltd, Unit 26, Clawthorpe Hall Business Centre, Burton-in-Kendal, Carnforth, Lancashire, LA6 1NU.

### **1. What personal information do we hold about you?**

The type and amount of personal data we collect and hold about you depends on the reason you are providing it.

If you are requesting information we will collect your name, address, company and/or email address and telephone number and the details of the course(s) which you are interested in.

If you are booking a course as an individual, data that we may need to collect could include your name, gender, date of birth, photo ID, address and/or email address, telephone number, relevant qualification details and credit or debit card details.

If you are a company booking a course on behalf of an individual, we will collect your business name, company address, telephone number and email address as well as the details outlined above for each of the individuals training with us.

### **2. How we collect information**

We may collect information from you whenever you contact us or have any involvement with us, for example when you:

- Contact us in any way including by writing, phone, email, online, social media or post
- Enquire about our services
- Visit our website
- Post content onto our website or social media sites
- Sign up to receive news about our services
- Visit our training centre or attend one of our events
- Attend any of our courses
- Apply for a job

### **3. Where we collect information from**

We collect information:

- From you when you give it to us directly. You may provide your details when you ask us for information or attend a course.

- When you give it to us indirectly. Your information may be shared with us by a third party organisation.

#### **4. How we use your personal information**

We need all the categories of information held primarily to allow us to perform our contract with you [\*] and to enable us to comply with legal obligations [\*\*]. In some cases we may use your personal information to pursue legitimate interests of our own or those of third parties [\*\*\*], provided your interests and fundamental rights do not override those interests. The situations in which we will process your personal information are listed below. We have indicated by asterisks the purpose or purposes for which we are processing or will process your personal information.

1. Administering the contract between us, for example for processing your details with an awarding body [\*]
2. Business management and planning, including accounting and auditing[\*\*\*]
3. Comply with legal obligations [\*\*]
4. To prevent fraud [\*\*]
5. To ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution [\*\*\*]
6. To conduct data analytics studies [\*\*\*]

Some of the grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

We will only use your personal information for the purposes for which we have collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

#### **5 If you fail to provide personal information**

If you fail to provide personal information when requested, we may not be able to perform the contract with you or your employer, or we may be prevented from complying with our legal obligations.

#### **6. How do we keep your personal information secure?**

We understand the importance of security of your personal information and take appropriate steps to safeguard it.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition we limit access to your personal information to those employees, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

Credit/debit card payments are processed either through secure terminals requiring your authorisation or by third-party PCI-compliant payment gateways through secure servers, and card details are securely destroyed immediately after processing.

It is impossible to guarantee the safety of electronic data and transmission on the internet. So while we strive to safeguard your information, we cannot guarantee the security of any information you provide online and you do this at your own risk.

#### **7. Who do you share my data with?**

We may have to share your data with third parties, including third party service providers.

We will share your personal information with third parties where required by law, where it is necessary to administer the relationship with you or where we have another legitimate interest in doing so. We require third parties to respect the security of your data and to treat it in accordance with the law.

Third parties who provide services for us include, our accountant, our IT Support provider and the banks that process payments on our behalf. We select our third-party service providers with care.

All third party service providers are required to take appropriate security measures to protect your personal information. We do not allow third party service providers to use your personal information for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Third party disclosure may be necessary in regards to personal information in the event of a sale of our business or its assets, in full or part.

Owing to matters such as financial or technical considerations the information you provide to us may be transferred to countries outside the European Economic Area (EEA), which are not subject to the same data protection regulations as apply in the UK. We meet our obligations under GDPR by ensuring that the information has equivalent protection as if it were being held within the EEA. We do this by ensuring that any third party processing your data outside the EEA either benefits from an adequacy determination for GDPR purposes and/or, where appropriate, we have entered into a Data Processing Agreement which contains model EU clauses.

Other than this, we will not share your information with other organisations without your consent.

## **8. How long will we keep your personal information?**

We will retain your personal data for as long as is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or processing requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Where we rely on your consent to contact you for direct marketing purposes, we will treat your consent as lasting only for as long as it is reasonable to do so. We may periodically ask you to renew your consent.

If you ask us to stop contacting you with marketing materials, we will keep a record of your contact details and limited information needed to ensure that we comply with your request.

## **9. Your duty to inform us of changes**

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

## **10. Your rights**

You have the following rights:

- The right to request access to your personal information (commonly known as a “data subject access request”). This enables you to receive details of the processing activities that we carry out with your personal information.
- The right to request correction of information that is inaccurate, incomplete or out of date.
- The right to erasure of your information (also known as “the right to be forgotten”).

- The right to restrict the way in which we are dealing with and using your information.
- The right to request the transfer of your personal information to another party.
- The right to object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Rights in relation to automated decision making and profiling including profiling for marketing purposes.

If you want to review, verify, correct or request erasure of your personal information, object to processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact us in writing.

You will not have to pay a fee to access your personal information (or to exercise any other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights).

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact us in writing. Once we have received notification from you that you have withdrawn your consent, we will no longer process your information for the purpose you originally agreed to, unless we have another legitimate basis for doing so in law.

If you are not happy with the way we have processed or dealt with your information, you can complain to the Information Commissioners Office. Further details can be found at <https://ico.org.uk>

## **11. Changes to this policy**

We reserve the right to update this Statement at any time and if we make any significant updates we will advertise this on our website. We may also notify you in other ways from time to time about processing of your personal information.