



Company Name:	GBC Learning & Development ('the Company')
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This Privacy Policy should be read with related documents - our Cookies policy and our Terms of Business as they will all apply to you.

ABOUT THIS DATA PROTECTION AND PRIVACY POLICY

GBC Learning (GBC) is committed to protecting and respecting your privacy. We are also required to ensure we are compliant with all Data Protection law. This includes the Data Protection Act 1998, the European General Data Protection Regulation ((EU) 2016/679) (GDPR) as well as any laws implemented, added to or replacing those pieces of legislation.

This policy and our terms and conditions guide how we use personal information that you give to us.

By actively using our website, making an enquiry or booking with GBC Learning, you accept these terms.

Our Privacy Policy will be reviewed and may change and the version online will always be the most recent and any information we hold will be governed by the current policy at the time.

1. COLLECTION AND USE OF PERSONAL DATA

GBC collects and processes certain personal information to be able to offer its range of courses and services to you.

We will mainly collect personal information directly from you when contact us in some way – when you use this website (for example when you register as a user, browse, fill in a form) or when you contact us by phone, e-mail and other means to enquire about our services or to place an order.

By providing us with data you consent to us processing it for all activities described in this policy. If you do not wish your information to be processed for all or any specific activities then you maintain the full right to contact us and either have your information removed or flagged so that it is not processed.

2. THE INFORMATION WE WILL COLLECT AND HOLD

- Information given when subscribing for or booking our courses and services, posting material or enquiring about or requesting further courses and services
- Information when you use or contact us through our website
- Details such as your name, address, telephone numbers, email addresses and other contact information, your job title, areas of the website used and visited, details of your own or your organisation's training needs, training events you have previously expressed interest in or attended
- Information automatically collected when you use or visit our website including: technical information such as your IP address, your login information, products, events, courses and services you have viewed and searched for.
- We may also need to collect and maintain information regarding payment types, credit and debit details
- Any information that you give to us in the process of booking or attending training programmes or by volunteering to take part in occasional surveys for marketing or research purposes.

Your duty to inform us of changes

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

3. HOW WE WILL USE THE INFORMATION

GBC will use your information for the following purposes:

- To open and maintain your client and/or learner account/s with us and to confirm your identity, if necessary
- To provide the service to you in accordance with our Terms and Conditions
- To process payments
- To provide you with information on courses, products or services that you request from us or which may be of interest to you
- To administer our website for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes, to improve our site to ensure that content is presented in the most effective manner and to allow you to participate in interactive features of our service
- To measure the effectiveness of advertising and to deliver relevant advertising to you
- To make suggestions and recommendations to you about courses, events, products or services
- To keep you up to date about changes to our courses and services
- To enable us to provide you with the courses and services that you have requested from us and to perform our legal obligations to you
- For training purposes, quality assurance or to record details about the courses and services you order from us;
- To satisfy and meet our legal and regulatory requirements

We will also communicate with you about relevant information and opportunities relating to courses and services which we think may be of interest to you.

You have the right to withdraw your consent at any time by contacting us on 020 7256 6668 or info@gbclearning.co.uk. Remember that withdrawing your consent is likely to impact the services we can provide to you.

4. DISCLOSURE OF INFORMATION

We do not disclose or pass your information in any way to third parties not connected with us.

We may disclose your personal information to:

- Trainers who may be associates, in the course of providing the service to you
- Our associated companies, Pitman Training and Love & Tate who may be involved in providing related services to you
- Any organisation or person when expressly instructed by you to do so
- Any relevant regulatory, governmental or law enforcement authority as required by law

5. SECURITY OF INFORMATION

We take the safeguarding of your data very seriously. All personal information in our possession is held securely. We have in place appropriate security measures to prevent your personal information from being used, altered, accidentally lost, disclosed or accessed in an unauthorised way.

Access to your personal information is restricted to GBC employees and trainers or occasionally third parties (eg. training venues) who have a business requirement to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

Where payment is taken via an online solution these are governed by the Financial Conduct Authority under the Payment Services Regulations 2009

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

6. DATA RETENTION

We will retain your personal information for as long as we need to fulfil the purpose of providing our service to you for and for as long as you remain a client or potential client. This includes satisfying any legal, accounting, or contractual requirements which may be up to 6 years from the last time of contact. Where you have enquired about our services but have not ever used them, we will cease processing your data 3 years after our last contact. You can request us to stop processing or using your data at any time.

We will securely destroy your personal information in accordance with applicable laws and regulations.

7. YOUR RIGHTS OF ACCESS, CORRECTION, ERASURE, & RESTRICTION

You have the following data protection rights:

- **To be informed** about the personal data we process on you
- **To access** the personal information we hold on you
- **To the correction** of the personal information that we hold about you when it is incomplete or inaccurate
- **To ask us to erase** of your personal information – you can ask us to delete or remove personal information for any reason
- **To object to processing** of your personal information or ask us to restrict processing
- **To ask us to transfer** your personal information to another party
- **To not be subjected** to automated decision making and profiling
- **To withdraw consent** for our use of your data at any time

If you want to withdraw consent to our processing your data or to ask us to review, verify, correct or request erasure of your personal information or request that we transfer a copy of your personal information to another party, please telephone 020 7256 6668 or email info@gbclearning.co.uk clearly stating your request. There is generally no charge for this.

8. COMPLAINTS OR QUERIES

SHOUT! If you wish to complain about this privacy notice or any of the procedures set out in it please contact the person you work with in the company or email info@gbclearning.co.uk stating your complaint or data protection issue. We will aim to resolve any dissatisfaction straight away

If we cannot resolve your complaint you have the right to raise concerns with Information Commissioner's Office in the UK on 0303 123 1113 or at <https://ico.org.uk/concerns/>, if you believe that your data protection rights have not been adhered to.