

OakCAD NCT

OakCAD NCT Privacy Policy

This policy applies to the personal information we hold.

It's important to us that you can feel confident that your personal information is safe and being looked after. We appreciate the trust you place in us and in return we respect your privacy and are committed to protecting your personal information.

Here we'll set out clearly how we collect, use, disclose and manage your personal information.

By contacting us and by taking up a training course, you agree to the collection, use, disclosure and management of your personal information as set out in this policy and your terms and conditions of supply. This is in line with the General Data Protection Regulation (GDPR)

We may amend this policy from time to time, so we recommend that you review it every so often to ensure that you're aware of any changes.

This policy was last updated on: 11 January 2019

How do we collect your personal information?

We may collect certain personal information from you when you;

- Make an enquiry;
- Take up a training course or support services;
- when you register to use our website through an online account and when you log in to use that account;

Why do we need your personal data?

We need to collect and use your personal information to:

- provide you with the information, training and services you have requested from us;
- respond to your enquiries;
- provide support;
- create and maintain your account, and ensure that you adhere to our website Terms of Use;
- update you about changes to our products and services;
- obtain your feedback about our products, services or websites;
- comply with our legal and contractual obligations;

What personal information do we collect?

When you enter into a contract with us we will collect;

- your name and contact details including your home address, contact telephone number and email address
- in some cases, your date of birth

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When we might need to share your information

In order to fulfil our requirements in providing a training course it is necessary to pass limited information to the awarding and certificating organisations in order to provide a certificate.

We do not pass any of your information to other organisations.

Do we use and disclose your personal information for marketing purposes?

When you enter into a contract with us or obtain a service or product we will always give you the opportunity to tell us if you wish to receive information about our other products and services.

If you have agreed, we may use your personal information to provide you with information about offers, promotions, products or services which we believe may be of interest to you.

How long do we keep this information?

We'll only store your personal data for as long as is necessary for you to complete your course – normally three years. Your data will be retained in line with our statutory and regulatory obligations.

How do we safeguard your personal information?

We strive to ensure the security, integrity and privacy of the personal information we collect. We do our very best to ensure the security of personal information held by us to protect your information from unauthorised access, use, modification, destruction or disclosure.

Access to personal information is restricted to authorised employees, contractors, awarding organisations and trainers, who are obliged to respect the confidentiality of any personal information held by us. We regularly review and update our security measures considering current technologies.

How can you access or correct your personal information and credit reporting information, or make a privacy or Data Protection complaint?

To obtain access, correct your information, request an erasure, make a complaint or enquire about your rights, please contact us in writing using the contact details below. We will acknowledge any complaints in writing as soon as we can and respond to any complaints or enquiries within 30 days.

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Review January 2020