



## Immerse Training Privacy Policy

### WHAT YOU CAN EXPECT TO SEE FROM READING THIS PRIVACY POLICY

Immerse Training is one of the leading suppliers of training to the water hygiene industry. We aim to ensure that our clients are equipped to operate safe and compliant water systems. Quality and service are our hallmarks.

We respect the privacy of every individual whose information we process. This Privacy Policy explains how we use and store personal data received from your use of our services.

### DATA PROTECTION INFORMATION

#### 1. Who we are and how to contact us

- When we refer to 'Immerse Training', 'Immerse', 'we', 'our', or 'us' in this Privacy Policy, we refer to Immerse Training Limited, whose registered office is at Cockers Farm House, Long Lane, Chorley PR6 9EE, and whose company registration number is 8263156
- We can be contacted by post at the registered office, by telephone at 01257 233307, by email on [info@immersetraining.org](mailto:info@immersetraining.org), and via our website, [www.immersetraining.org](http://www.immersetraining.org)

#### 2. To what does this Privacy Policy apply?

- This policy applies to your use of or enquiries about our training services, as a commissioning client, or a delegate. It sets out how we will collect, store and process data provided to us.
- Please read it carefully to understand our reasons and methods for collecting and using data and how we treat it.

#### 3. The types of information we collect

- For delegates, personal data; full name and Date of Birth
- For delegates, contact details; location, telephone number and email address
- For commissioning clients; contact details

#### 4. How do we use your personal data?

- For delegates, we use personal data, full name, DOB, for the purposes of registration and certification with **City & Guilds**.
- For delegates, we use contact details to facilitate the above.
- For commissioning clients, we use contact details to forward information, make course arrangements, arrange payment, in the normal course of business.

#### 5. With whom do we share your personal data?

- We share delegates' personal data (not contact details) with **City & Guilds** only for the purposes of 'learning, assessment and certification'. See [www.cityandguilds.com/learner-policy](http://www.cityandguilds.com/learner-policy), for the City & Guilds' learner privacy notice which sets out how City & Guilds will process learner personal data.
- We do not share personal or contact data with any other third party.

#### 6. For how long do we hold personal data?

- We hold your personal data for as long as we need it to provide the services you've signed up for.
- We may also keep it as long as necessary to comply with our obligations as a **City & Guilds** Centre.

#### 7. Keeping your information secure

- We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

#### 8. Your data protection rights

- You have rights in connection with your personal data including; withdrawal of consent where you have given it, to be informed and have access to your personal data, to correct or complete inaccurate data, and in certain circumstances to restrict, request erasure, or object to processing.
- If you need to contact us in this regard, you can do so via the methods in section 1.

Alain Dilworth/Director

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