



Zenith Professional Training Ltd

...providing creative business and management solution

ZPT PRIVACY POLICY

Unit 10A Evelyn Court, Grinstead Road London SE8 5AD

Tel: +44 746666224, +44 782 818 5545 e: info@zptraining.com w: www.zptraining.com

Accredited in the UK:



Introduction

Zenith Professional Training Limited ("ZPT) at unit 10A Evelyn Court, Grinstead Rd, London SE8 5AD, and incorporated in the United Kingdom, has created this document to demonstrate its commitment to data privacy and its alignment to the requirements of the Data Protection Act.

ZPT is registered with the UK Information Commissioner's Office as a Data Controller and Data Processor.

We recognise and acknowledge the importance of your personal data and are committed to respecting your privacy and protecting your personal information.

1. What information do we collect and why?

We need to collect, use and disclose personal information to perform our duties particularly, organising your training, awarding certificates, communicating with third parties on your behalf. During the course of our relationship, it is possible we may collect the following types of data:

- Personal and contact details, such as title, full name, contact details (address, work address, telephone and email).
- Payment information: card number, security number, expiration date and cardholder name.
- Information provided by filling forms on our website – e.g. passport details, email address, where you heard about us and your travel preferences. This information will be used to keep you up to date with all our latest offers and products.
- IP address and cookies – When you access our website our servers may record data regarding your device and the network you are using to connect with us, including your IP address.
- Social media – by interacting with the social media features on our website (Facebook, Twitter or Instagram) you will be bound by the privacy policies of the respective social media companies.

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2. How will we collect this information?

We usually collect your personal data from the information you submit during your relationship with us. The above data may be collected from the following sources:

- Information generated about you when you purchase or make enquiries, regarding registration for a course; via the phone, email or website
- When you attend our training programmes
- When you ask us to pay on your behalf for instance, for a hotel using your bank details.
- When you speak to our customer services team

In some circumstances, it may be necessary for us to collect personal information about you from a third party. This includes when someone making a registration on your behalf. Where this occurs, we will rely on the authority of the person making the registration to act on behalf of any person they are registering.

3. What do we use your personal data for and what is the lawful basis for doing so?

- In order to perform our duties as a consultancy firm. The ramification of not providing this information means we will be unable to process your registration.
- Personal and contact details as well as payment information are used for the purposes of registering you on our courses and sending joining instructions to trainees.
- For direct marketing communications and related profiling to help us to offer you relevant products and services, including deciding whether or not to offer you certain products and service.
- We may use your personal information to send you targeted marketing activities; about special offers, new products or competitions. These may include emails, text messages and data messages. If you do not wish to receive such information, you may ask us in writing not to receive it.
- Your information may also be utilised for broader reasons, such as: to provide you with updates of registration, payment upkeep and allow us to contact you for customer service.

With your consent in certain situations, we can collect and process your data. For example, this could be when you fill out a form on our website or send an email to us to enquire about a training programme. Your personal information may be used with your explicit consent.

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4. With whom do we share your personal data?

We may share your information with the following:

- An individual making a third-party registration, on your behalf.
- Third parties who provide services on our behalf, including credit card processing, business analytics and fraud prevention.
- As required or authorised by applicable law, and to comply with our legal obligations.
- to our overseas related entities in order for us to complete your registration, make arrangements for you and/or to enable the performance of administrative, advisory and technical services, including the storage and processing of such information. We will ensure that any such international transfers are made subject to appropriate or suitable safeguards as required by your local data protection laws.

5. for how long do we keep your personal data on file?

- Personal data is retained as long as it is necessary, for the purpose that it was originally obtained.
- To protect us against any contractual claims, generally for a period of 6 years.
- Records are kept in line with legal and regulatory requirements / guidance.

6. Your rights

Below is the list of rights that you have regarding the personal information that we process. You have the right to:

- Be aware of the communications of your data (why and how they are used)
- Free access to all gathered data about you
- Transfer data to other suppliers (data portability)
- Ask for amendments
- Request that we remove data kept about you
- Be informed in case of breach

In order to exercise any of these rights please contact info@zptraining.com

7. IP address

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- When you visit our website, use any of our mobile applications or open communications from us, our servers may record data regarding your device and the network you are using to connect with us, including your IP address.
- We collect your Internet Protocol (“IP”) addresses to track and aggregate non- personal data. For example, to monitor the device, browser utilised and geographic locations from where customers and visitors navigate our site.

8. Tracking technologies/cookies

- Internet pages on our website use cookies, text files that are stored in a computer system via an internet browser. We use these cookies to provide users of the site with a more user-friendly experience that would not be possible without the cookie setting.
- Additionally, we may use anonymised third-party web analytics services on our websites and mobile apps, such as Google analytics. The analytics providers that administer these services use technologies such as cookies, to help us analyse how visitors use our websites and apps.

Review Date: 28/06/2024

Review By: Management

Next Review Date: 27/06/2025

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