

# **PRIVACY NOTICE FOR COLLECTING PERSONAL INFORMATION**

## Personal Information

This privacy notice tells you what to expect when Technical Training Solutions Ltd (TTS) collects personal information. It applies to information we collect about:

- Visitors to our websites / Google Analytics
- Security and performance
- People who call our offices
- People who email us
- Customers who book TTS training
- Learners who attend TTS courses
- People who purchase books via our website
- Job applicants, current and former TTS employees
- Complaints or queries
- Access to personal information
- Links to other websites.

## Visitors to our Websites / Google Analytics

When someone visits our website we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it. TTS use cookies associated with Google Analytics to allow us to track visitor actions on our website, there will be no direct effect on the visitors - the tracking gives us a general overview of trends, such as:

- How visitors entered/exited our website
- Pages viewed during visits
- Type of browser versions accessing our site
- Geographical breakdown on visitors.

Using the in-depth information available from Google Analytics we can increase our knowledge on visitor trends within our website, which will be helpful in the planning of any changes within the site.

### Security and Performance

To help maintain the security and performance of the TTS website we track the IP addresses of visitors. This information is not processed or used in any other way.



## People who Call our Offices

When you call the TTS offices we collect Calling Line Identification (CLI) information. We use this information to help improve our efficiency and effectiveness. We track outbound numbers called but do not record or monitor calls made to or from any of our offices.

## People who Email us

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

## Customers who Book Training

We deliver training courses to learners on behalf of their employers. To understand the requirements of the learners we record and store the following data:

- Name and address of the learner to identify the learner and supply certificates and joining instructions
- Dates of birth are sometimes required for external awarding bodies (like City & Guilds) to issue certificates and when coupled with the individual's name helps to form a unique personal identifier
- Information on disabilities, learning difficulties, ethnicity is required to enable us to arrange the necessary support and/or dietary arrangements.

Where required we may share this information with third parties such as City & Guilds and other external training associates

## Learners who Attend TTS Courses

We collect and store contact details of our learners in the form of email addresses and mobile phone numbers to allow us to contact the learner direct for the following reasons:

- To send Joining Instructions to the learner direct
- To gather feedback on events and programmes that have been attended by the learners
- To send text reminders and email reminders of upcoming training
- To send email reminders for qualifications coming up to their expiry
- To enable the learner to inform us of any reasonable adjustments they require with the course or training centre
- To email copies of attendance certificates to the learner direct.



## People who Purchase Books via our Website

People who purchase either "The Electricians Guide to Good Practice" or "The Electricians Guide to Test and Inspection" via our websites' on-line book shop will have to use Sagepay to make the necessary payment. Address, telephone and email data is then sent to our email address to enable the goods to be despatched. Once books have been despatched the purchasers' details are deleted after a period of 21 days.

## Job Applicants, Current and Former TTS Employees

When individuals apply to work at TTS, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Criminal Records Bureau we will not do so without informing them beforehand.

Personal information about unsuccessful candidates may be held for 12 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Once a person has taken up employment with TTS, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment with TTS has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

## Complaints or Queries

We try to meet the highest standards when collecting and securing personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures. All enquiries should be made to: Mrs A. Lewis, Technical Training Solutions Ltd, Norwich House, Waterside Court, Rochester, Kent ME2 4NZ.

## Access to Personal Information

We try to be as open as we can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you, we will:

- give you a description of it
- tell you why we are holding it
- tell you who it could be disclosed to, and
- let you have a copy of the information in an intelligible form.



To make a subject access request for any personal information we may hold, you need to put the request in writing addressing it to our Head Office. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us.

## Links to other Websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

### Technical Training Solutions - Information Sources

