



Athelbrae Ltd takes your privacy very seriously.

We ask that you read this Privacy policy carefully as it contains important information about what to expect when Athelbrae Ltd collects personal information about you and how Athelbrae Ltd will use your personal data.

Athelbrae Ltd registered office is Athelbrae House, 10 Linnet Avenue, Paddock Wood, Kent. TN12 6XQ.

This policy applies to information we collect about:

- Visitors to our web site
- People who do business with us and register for our services

The information we collect about you

When you do business with us and/or register for our services we collect the following personal information from you in order to carry out the legitimate interests of Athelbrae Ltd:

1. Company details and name of your Commissioning Manager / Contact
2. Postal address, email address and telephone number
3. For staff attending training events we will obtain their names and email addresses
4. For testing and profiling services, we will obtain names and email addresses and hold profiles about you in order to fulfil the contract
5. Depending on the nature of other work we are doing for you, we may also acquire other personal information, for example, Bank details for the payment of our Trainers and Suppliers

How we will use the information about you

We gather this information to allow us to provide the services requested. The relevant information is then used by us to communicate with you on any matter relating to the delivery of our services.

As part our service to you, we may also contact you about other products and services we think may be of interest to you and we share this through our monthly Newsletter. This processing is undertaken for the purposes of the legitimate interest pursued by our Data Controller. If you prefer not to receive this type of contact, you can request us to remove your data from this part of our records.

Client and delegate information is shared with our Trainers for the delivery of the contract. Our Trainers sign up to this Privacy Policy and are required to delete the data upon completion of the contract.

Personal Data relating to Clients and delegates is shared with our Venue Partners only where we are requested to organise and book overnight accommodation to facilitate your time with the Partner, for example, dietary requirements. In which case this is then held in accordance with their Privacy Policies. As Data Controller, we ensure that any processing of the data by our Partners is done in accordance with Data Protection Legislation. In all other cases we will use anonymised data which is shared with our Venue Partners.



We may also use aggregate information and statistics for the purpose of monitoring quality and services levels and website usage in order to help us develop our services and our website. These statistics will not include information that can be used to identify you.

Cookies and other information-gathering technologies

Our website does not use cookies. A cookie is a small text file which is stored on the user's computer, tablet or phone when they visit a website.

Links to other websites

Our website contains links to other websites. This Privacy Policy applies only to this website so when you access links to other websites you should read their own privacy policies.

Marketing

We may also wish to provide you with information about special features of our service we think may be of interest to you for Legitimate Interest. We will do this by means of a periodical newsletter or direct email. If you would rather not receive this information, please send an email message to kate@athelbrae.co.uk advising us of your instructions.

As detailed above, clients will receive regular contact with information relating to training and developing staff which we believe you might find of interest. Delegates and anybody else with an interest can opt into this information by providing us with your specific consent for us to process your data in respect of this.

Our website may from time to time contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

If you agree to us providing you with marketing information, you can always opt out at a later date.

How we protect your information

We have put in place the following security procedures, technical and organisational measures to safeguard your personal information:

We use computer safeguards such as firewalls and data encryption, and we enforce physical access controls to our buildings and files to keep this data safe. We only authorise access to employees who need it to carry out their job responsibilities. We enforce physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personal data.

We do not store or process any personal information on our website

To maintain security of the website we have a strict password procedure and any enquiries that come via the website are sent by email. These emails are directed to our Data Controller and the user accepts that by using the 'Contact Us' facility they are consenting for their contact details to be submitted. These details are not stored anywhere on the site.

Our computer systems are password protected and any access to your personal data is on a strict 'need to know' basis by the Directors of Athelbrae Ltd. Information is held in order for



the performance of contract or for our Legitimate Interest in providing other training requirements. Information is deleted when no longer required or as requested by you.

We protect the security of your information while it is being transmitted by encrypting it using Secure Sockets Layer (SSL).

It is our objective not share data outside the EEA. However, in any circumstances where this may become necessary for example where data is processed by companies operating outside the EEA who work for us or for one of our service providers it will be undertaken in full compliance with the legal requirements

We use third party providers such as Dropbox and iDrive for the cloud storage of some of our data and Survey Monkey for the post course feedback and evaluation surveys. Where these organisations may process data outside the EEA we will as a minimum have completed Standard Contractual Clauses as defined in data privacy legislation and satisfied ourselves that data being processed is secure.

Website links

Whilst we will use all reasonable efforts and take appropriate technical and organisational measures to safeguard your personal data, you should be aware that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal information which is transferred from you or to you via emails and the internet.

Access to your information, updating and correcting your information

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please send an email to kate@athelbrae.co.uk or send a letter to Data Controller, Athelbrae Ltd Athelbrae House, 10 Linnet Avenue, Paddock Wood, Kent. TN12 6XQ.

We want to ensure that your personal information is accurate and up to date. If any of the information that you have provided to Athelbrae Ltd changes, for example if you change your email address or name, please let us know the correct details by sending an email to kate@athelbrae.co.uk or send a letter to Data Controller, Athelbrae Ltd Athelbrae House, 10 Linnet Avenue, Paddock Wood, Kent. TN12 6XQ. You may ask us, or we may ask you, to correct information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate.

Lawfulness of us Processing your Data

As detailed above, the majority of processing undertaken by Athelbrae Ltd is necessary for the purposes of the performance of contract pursued by the Data Controller. Where we believe our legitimate interest does not cover a specific use or your personal data, we will obtain your consent for one or more specific purposes.

By submitting your personal information you agree to the use of that information as set out in this policy.

Changes to this Privacy Policy

We keep our Privacy Policy under regular review. If we change our Privacy Policy we will post the changes on this page so that you may be aware of the information we collect and how we use it at all times.



Athelbrae

Athelbrae Ltd Privacy Policy

This Privacy Policy was last updated on 6 October 2020.

How to contact Athelbrae Ltd

If you have any questions or comments regarding this Privacy Policy, please email kate@athelbrae.co.uk or send a letter to Data Controller, Athelbrae Ltd Athelbrae House, 10 Linnet Avenue, Paddock Wood, Kent. TN12 6XQ.

