



## Privacy Policy

### Data Controller

Bristol Safety Limited, 7, Northend Gardens, Kingswood, Bristol BS15 1UA.

### Bristol Safety Limited. Data Protection Officer

Justin Lane, 7, Northend Gardens, Kingswood, Bristol BS15 1UA.

### Legal Basis

Bristol Safety Limited offers a range of fire safety, first aid and safety training services to customers operating in various sectors throughout the UK. As such, Bristol Safety Limited has a legitimate business interest in capturing, processing and retaining data from customers who have requested training services from the company for a mutually beneficial purpose.

Bristol Safety Limited undertakes to capture, process and retain all data obtained from individuals and businesses in line with the requirements of all applicable Data Protection Laws, including the UK Data Protection Act (DPA), Privacy and Electronic Communications Regulation (PECR) and the EU General Data Protection Regulation (GDPR).

### Data Transfers

Bristol Safety Limited will carry out all necessary due diligence to ensure that all data transfers to third parties/partners are carried out securely and that all necessary safeguards are in place to ensure data security. Bristol Safety Limited will also ensure that third parties/partners are fully aware of their responsibilities to ensure GDPR compliance when processing customer data transferred to them.

Bristol Safety Limited will not transfer personal data to any other company or organisation without your prior consent, with the exception of;

- Awarding Organisations through which Bristol Safety Limited are approved for the purposes of awarding qualifications, issuing certificates and supporting quality assurance and investigation activity
- the Qualification Regulators
- Her Majesty's Revenue and Customs (HMRC) requests for financial data (relating to customer invoicing)
- Secure and reputable third-party advertising services used to deliver our own marketing messages.

### Data Subjects

Bristol Safety Limited will capture, process and retain data from the following categories of Data Subjects:



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### Customers (based in the UK and EEA)

Bristol Safety Limited will initially capture, process and retain customer (business and individual Learner) data obtained through telephone, e-mail or online communication when a customer requests course information, a quote for training services or wishes to make a course booking. This data will be used for the purposes of;

- Creating a customer profile on our in-house data systems
- Automatically sending e-mails to customers regarding quotes, bookings and requalification reminders
- Processing customer orders/bookings
- Creating and issuing customer invoices
- Collecting payments
- Monitoring order and customer account statuses
- Debt chasing
- Marketing activity (data provided such as company location, work sector and previous booking records may be profiled by BSL to produce tailored marketing messages and limited customer data will be used when these messages are sent through our secure e-mail management system)
- Staff training, internal auditing, dealing with complaints (including carrying out investigations) and customer queries (all inbound and outbound customer calls are recorded for these purposes).

### Data Retention

Bristol Safety Limited will capture, process and retain personal data in line with DPA and GDPR requirements. Your individual rights in line with these requirements include the:

- **right to be informed** of how we use and process your personal data
- **right of access** to any personal data that we retain about you
- **right to rectification** of any personal data that we retain about you that you believe to be inaccurate
- **right to erasure** when there is no legal justification or legitimate business interest allowing us to retain your personal data
- **right to restrict processing** of personal data if, for example, you think that personal data we retain about you is inaccurate or we have no legal justification or legitimate business interest to continue to retain and process your personal data. Rather than request erasure, you can make the request to restrict processing
- **right to data portability** should you want to move, copy or transfer your personal data from one source to another
- **right to object** when personal data is processed due to legitimate business interest or performance of a task in the exercise of official authority, direct marketing and research and/or statistical analysis
- **rights associated with automated decision making and profiling** which allow you to obtain human intervention in any such process, express your points of view on decisions or outcomes made about you and obtain an explanation of any decisions made and subject them to challenge
- **right to withdraw consent** to hold your personal data at any time
- **right to lodge a complaint with a supervisory authority** should you be dissatisfied with how we have managed your personal data (the Information Commissioner's Office (ICO) is the UK's independent authority set up to uphold information rights in the public interest)



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### Subject Access Requests

In line with these individual rights, anyone who wishes to make a formal Subject Access Request to Bristol Safety Limited for the purposes of requesting personal data or taking some action with respect to the personal data that is held about them should submit the request in writing to the Bristol Safety Ltd Data Protection Officer either in writing by post to Bristol Safety Ltd, 7, Northend Gardens, Kingswood, Bristol BS15 1UA or by e-mailing: [info@bristolsafety.co.uk](mailto:info@bristolsafety.co.uk)

### Cookies

Visitors to the Bristol Safety Limited website should be aware that information and data may be automatically collected by our website through the use of "cookies." These are small text files that a website can use to recognise repeat visitors and facilitate the visitor's ongoing access to, and use of, the site. They allow us to monitor usage behaviour and compile aggregate data that will help us to make improvements to our website.

Cookies are not programs that will enter a visitor's computer system and damage files. Generally, cookies work by assigning a unique number to the visitor that has no meaning outside the assigning site. If a visitor does not want information collected through the use of cookies, there is a simple procedure in most browsers that allows the visitor to deny or accept the cookie feature. However, please note that you may lose some features and functionality if you choose to disable cookies.

Whenever you visit our website we automatically record the IP address that you are connecting to us from and we log the pages that are visited. We also record other details such as the operating system and web browser type being used. If a link was followed to this site, details of the search engine or website that was previously visited are recorded. This data is used only to compile general statistical information. We also use cookies to measure the effectiveness of our marketing campaigns on websites such as Google, Facebook, LinkedIn and Twitter.