

Introduction

Provek Ltd, as a Data Controller, is bound by the requirements of the General Data Protection Regulations (GDPR). This privacy policy explains how we use any personal information we collect about you when you use our services.

What information do we collect about you?

You agree that we are entitled to obtain, use and process the information you provide to us to enable us to provide you with services related to assessments, training courses and events, and for other related purposes.

The type of data we collect includes:

- Your personal information such as name, address, email details
- bank details for processing payments (not stored by us but processed securely through the banking system),
- special circumstance information for exam dispensations
- responses to assessment questions
- exam results

How will we use the information about you and why?

We take your privacy seriously and will only use your personal information to provide the Services you have requested from us. We will only use this information subject to your instructions, data protection law and our duty of confidentiality.

For delegates and clients (including selected partners), our lawful reason for processing your personal information is “legitimate interests”. Under “legitimate interests” we can process your personal information if: we have a genuine and legitimate reason and we are not harming any of your rights and interests.

Specifically, we may use the information for the following:

- To make course registrations, exam bookings, venue bookings, delivering material and generally keeping in contact with you
- To maintain your exam results on our systems to calculate our business performance measures
- For sharing with our selected partners and suppliers to enable us to be able to fulfil our contract with you and to provide the services you have purchased. This may entail sharing information across our paper and electronic systems (such as web site, accounting system, email, etc)
- Sending you our email newsletter (if you have specifically given this additional consent)
- Analysis for historical and management purposes
- Dealing with employment-related issues such as pensions (for our employees)

For employees, our lawful reason is “legal obligation” as there are laws that determine how we handle such information.

We will only share your information with third-party organisations if the service they are providing is a vital part of our own service provision, and only if they agree to the same standards of data privacy that we employ. We will not share your information for marketing purposes with third-party organisations so that they may offer you their products and services.

Where it is necessary for us to do so, to be able to deliver the services you have ordered we may need to disclose your personal information to the following: -

- Staff within our company
- Our training associates/exam invigilators
- Accreditation bodies/exam boards
- Third parties such as suppliers of publications and venue services
- Main providers or government agencies, where required by the scheme or education path you elect to follow (such as apprentice programmes)

With your specific consent we may also disclose your personal information as follows:

- Exam results to your employer
- Attendance and learning progress data to your employer
- Specific examination needs to accreditation bodies
- Dietary requirements to our supplier(s)

If you use our services while you are outside the EU, your information may be transferred outside the EU to give you those services.

Security precautions in place about data collected

When you give us personal information, we take steps to make sure that it's treated securely. Non-sensitive details (your email address etc.) are sent normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access data transmitted to you, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

How long will we hold your data for?

We will hold your hard copy printed data for 7 years and will hold digital data indefinitely for historical research and statistical purposes.

Access to Your Information, Correction, Portability and Deletion

What is a subject access request?

This is your right to request a copy of the information that we hold about you.

If you would like a copy of some or all your personal information, please email us at the following address: admin@provek.co.uk or write to us at Provek Ltd, 12 Thatcham Business Village, Colthrop Way, Thatcham, RG19 4LW.

We will respond to your request in a timely manner on receipt of the request.

We want to make sure your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate by emailing us or write to us at the above address.

Objections to processing of personal data

It is your right to lodge an objection to the processing of your personal data if you feel the “grounds relating to your particular situation” apply. The only reasons we will be able to deny your request is if we can show compelling legitimate grounds for the processing, which override your interest, rights and freedoms, or the processing is for the establishment, exercise or defence of a legal claim.

Data portability

It is also your right to receive the personal data which you have given to us, in a structured, commonly used and machine-readable format and have the right to transmit that data to another controller without delay from the current controller if:

- The processing is based on consent or on a contract, and
- The processing is carried out by automated means.

Your right to be forgotten

Should you wish for us to completely delete all information that we hold about you, please send your request by email to: admin@provek.co.uk

Complaints

If you feel that your personal data has been processed in a way that does not meet the GDPR, you have a specific right to lodge a complaint with the relevant supervisory authority. The supervisory authority will then tell you of the progress and outcome of your complaint. The supervisory authority in the UK is the Information Commissioner’s Office.

Changes to our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 11th May 2018.