



Training & Consultancy Services Ltd

PRIVACY & COOKIES POLICY

Action Training & Consultancy Services (ATCS) is committed to ensuring that your privacy is protected. Action Training & Consultancy Services will ask you to provide certain information which will be used to identify you during your time on our website and it will only be used in accordance with this policy.

Action Training & Consultancy Services may update this policy from time to time. Please check this policy from time to time to make sure that you are up to date and happy with any changes made.

Information we may collect from you:

Action Training & Consultancy Services may collect the following information:

- Name
- Address
- Email address
- Telephone number

This is collected from information when making an enquiry, placing an order and visiting Action Training & Consultancy Website.

ATCS and your information

ATCS require information to enable us to provide you with a better service and understand your needs and requirements. Information is used for the following reasons:

- Internal record keeping.
- Course administration
- Qualification reminder service.
- Customer database; maintaining and updating contacts.
- Sending promotional emails regarding upcoming courses, new products, course update info, special offers other information that ATCS may think that you may find interesting.
- Fulfilling orders for services.
- Market research purposes including ATCS contacting you by email, phone or mail.
- To enter into a contract with you
- Comply with a legal duty
- H & S policy writing

Your personal data will only ever be used by ATCS with your full consent and only for the purpose it was collected for.

Data Protection

ATCS have put in place suitable physical, electronic and managerial procedures to ensure all of your information is secure and safeguarded. We are committed to protecting your privacy and all of your data collected either online or at a dedicated workplace, business or training centre.

How we use Cookies

The standard cookie policy for this website is to allow all cookies.

We will ask you to consent to our use of cookies when you first visit our website.

When you visit our site, we use cookies to distinguish you from other users on our website. This helps us to provide you with a good experience when you are browsing our site. Every time you visit our site, we may automatically collect technical information, including the Internet Protocol (IP) address used to connect your computer to the Internet, your browser type and version, time zone setting, browser plug-in types and versions, operating systems and platform, information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time), length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs), and methods used to browse away from the page and any phone number used to call us.

What are Cookies?

A Cookie is a small file containing an identifier (A String of numbers and letters) that is stored on your computer by the browser when you visit and browse our website. These files are extensively and regularly used to make websites function properly and more efficiently. Cookies can either be Persistent cookies or session cookies.

- Persistent Cookies: stored by a web browser which remains valid until its designated lifespan expires, and /or is deleted by the user before its expiry date. Websites that use persistent cookies will remember users after they close a browser. Persistent Cookies enable features such as shopping carts which retain products between sessions.
- Session Cookies: Expire at the end of the user's session when they close the web browser.

Cookies do not typically contain information that would personally identify a user.

Personal information that we store from you may be linked to information stored in or obtained from cookies.

Below we have set out the kind of cookies in use on our website and how you can manage your settings.

Persistent and Session Cookies

We use both persistent and session cookies to create a seamless shopping cart experience for our users, helping keep track of items added to the cart and retrieve items at a later stage if necessary.

Functionality Cookies

Functionality cookies support the use of the site and enable enhanced and personalised features. Some of these cookies are necessary to enable you to move around the website without encountering problems and to use certain functionality. These are also used to recognise you when you return to our website. They help to personalise our content for you and remember any preferences set.

Performance Cookies

Performance cookies collect information and support the measurement of this site. This information helps us to improve the site by identifying any problems that you may encounter during your visit and by learning how you entered the site and which pages you visited.

Performance cookies will:

Allow us to recognise and count the number of visitors to our website, save information about how visitors use and navigate around the site, which search terms have been used to find our site.

Recognise any problems or errors encountered, this helps us to improve the way in which our website works and enhance any features required.

Save information to ensure a consistent look and feel on the website.

Cookies by no way give ATCS access to your computer or any information about you apart from the data you choose to share with us.

You can choose to accept or decline cookies. A lot of web browsers automatically accept cookies but you can alter your cookie settings to decline cookies if you wish, however this may prevent you from using the website fully.

Please understand that even though your browser and other tools provide you with control over your cookies, it is possible for this site to create a cookie during future visits. Based on the actions you take and because we use cookies that are strictly necessary for our website to function properly, it is possible that these types of cookies may reappear on your machine on future visits.

ATCS may contain links to other websites of interest. If you decide to follow these links and leave the website ATCS has no control over any other website and as such cannot be responsible for the protection and privacy of any information which you provide whilst visiting other sites, as such other websites are not governed by this privacy policy. It is advised to be cautious and access the privacy policy applicable to the website you are visiting.

If you have previously given permissions to Action Training & Consultancy Services to use your personal information for course analysis, marketing purposes, reminder service or information updates you can access or remove your data at any time by contact emailing us on:

training@actiontraining.co.uk

You can request at any time details of the information that Action Training & Consultancy Services Ltd holds about you. If you believe that any of the information that we are holding about you is incorrect or incomplete please do not hesitate to contact us and this will be promptly dealt with. You can contact us on any of the avenues specified below in the contact us section.

Action Training & Consultancy Services Ltd does not share your personal data with any other third parties unless we have your full permission or are required to do so by law.

Contact us

Questions, comments and requests regarding this policy, you can contact us on any of the below:

- (a) POST: Action Training & Consultancy Services Ltd, PO Box 755, Wigan. WN1 9RL
- (b) EMAIL: to training@actiontraining.co.uk
- (c) TELEPHONE: 01942 270070
- (c) website contact form.