

GDPR Statement

At NCTG, we're committed to protecting and respecting your privacy.

This Policy aims to give you information on how we collect and process data. It explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

Identity Data includes - first name, maiden name, last name, username or similar identifier,

Contact Data Includes - email address and telephone numbers.

Transaction Data includes details about payments to and from you and other details of products and services you have purchased from us.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

If you fail to provide personal data

Where we need to collect personal data and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with services/training course place/s). In this case, we may have to cancel a service or arrangement you have with us but we will notify you if this is the case at the time.

How do we collect information from you?

We collect information about you when you:

- Complete a training course booking form
We take your privacy seriously and will only use your personal information to administer your course and to provide the products and services you have requested from us. Your data will be held securely and treated confidentially and will not be disclosed to external parties other than as required for the purposes described

above. Your Personal Data will not be passed to third parties for marketing purposes without your consent.

If information about a delegate is provided by a third party, the third party providing such information must be able to provide evidence that they have the consent of the delegate to the process of his/her personal data.

- Complete membership renewal/application form
- Correspond with us via email or otherwise
- Provide feedback – verbally, by email or by completion of course evaluation form

We make every practical effort to avoid excessive or irrelevant collection of data. However, we encourage you to contact us if you have any concerns.

How will we use your data?

We will only use your personal data when the law allows us to. Most commonly we will use your personal data in the following circumstances:

Where we need to perform the service, we are about to enter into or have entered into with you.

Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

Where we need to comply with a legal or regulatory obligation.

Purposes for which we will use your personal data

The personal information we collect allows us to:

- Contact you regarding queries raised
- Provide the services requested
- Administer our website and provide customer services
- Meet legal, regulatory and compliance requirements
- Communicate with you
- Investigate any complaints
- Seek your views or comments on the services we provide
- Notify you of changes to our service
- Contact you about our products and services which we think might be of interest to you (where we have the appropriate permissions to do so).

Marketing/Information communications

As a member you will be contacted by email/post/telephone with details of courses we are

offering and information relating to events/industry news/legislation and other changes which we feel you will find beneficial.

Opting out

If at any point you would like to opt out of receiving such communications from us, or would like to change the channels that we use to contact you, please email us; s.thomas@nctg.org.uk or r.hustler@nctg.org.uk

Who has access to your information?

Only NCTG. We will never sell or rent your information or share your data with a third party for marketing purposes.

Disclosure of your Personal Data

We may have to share your personal data and employ the services of third-party service providers to help us in certain areas. In some cases, the third party may receive your information. We disclose only the personal information that is necessary to deliver the service and only work with trusted providers who have robust privacy policies of their own. We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions

How do we protect your information?

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

How long will we keep your data?

We will hold your personal information on our systems for as long as is necessary for the relevant activity or until a user requests that we delete it, including for the purposes of satisfying any legal, accounting, or reporting requirements

Accessing and updating your details

The accuracy of your information is important to us. You have the right to request a copy of the information we hold about you so that you can ensure its accuracy. You can do this by emailing s.thomas@nctg.org.uk or calling 01953 600700 630293.

Transferring your information outside of Europe

NCTG does not transfer Data outside of the European Economic Area.

Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as

you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent

If you wish to exercise any of the rights set out above, please contact us at s.thomas@nctg.org.uk

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

How to contact us

If you have any queries regarding this policy, please email s.thomas@nctg.org.uk

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.