

Privacy Policy

This privacy policy explains what we are doing to look after your personal information.

Summit Qualifications UK work hard every day to make your experience using our site and services the best it can be.

We know that when you pass your personal details to us, you are trusting us to keep them safe, and we will do everything within our power to do this. We operate in accordance with the General Data Protection Regulations (GDPR).

To offer exclusive deals from suppliers we do share your information with other companies, but we are very careful who we accept as partners. For an organisation to be an official partner they must prove that they have the best interests of you in mind and that they are honest and ethical. Only if they pass these integrity checks will we share your information, and even then, only if you give us permission in the first place. You can also ask us to stop sharing your information at any time. In each case, we will advise you of the partners we work with.

We want you to feel confident knowing that when you pass your details on to us they will be safe and protected. If we have not made anything crystal clear, or you would like to know anything else, just get in touch, we will be happy to answer any questions you may have.

We will collect personal information about you, including your personal details and your course details if applicable. We do this by capturing the information you give us using online forms or over the phone, and by cookies.

The administration and tutor team will have access to some of this information so that they can provide you with excellent service. If you have opted in to receive communications this will continue as before, and you can unsubscribe at any time.

What we collect

We may collect the following information:

- Name and job title.
- Contact information including email address and personal information from learners.
- Demographic information such as postcode, preferences and interests.
- Other information relevant to customer surveys and/or offers.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- We may carry out research and analysis on the data we hold, to determine the success of our and end-point assessments, to understand behaviour and responses and identify patterns and trends.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

We will retain your personal data for as long as is necessary for the purpose it was collected. In most cases, if you have subscribed to an email alert or subscription service, we will keep your personal data for as long as you are subscribed to that service and delete that data once you have requested to be removed.

HubSpot

We use HubSpot to manage subscription lists, preferences and send emails. HubSpot has staff based outside the European Economic area and stores your data in the US. HubSpot is certified under the EU-US Privacy Shield framework You can find out more about [HubSpot's privacy policy](#) information.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes, and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you

provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at support@ior.org

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under GDPR. If you would like a copy of the information held on you please write to support@ior.org

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Sharing of your information

You will receive general emails from us advising you of deals and offers which we believe will be of value to you, and this will include offers from a wide range of companies and organisations. We have not passed your details on to these companies, but have been asked to send the email on their behalf. If you wish to take up the offer you will contact them directly. We always include an unsubscribe option on every email and we will stop sending these if you change your mind in the future.

In addition, there are partners with whom we currently share your contact data. These are carefully selected, vetted and chosen to offer real value



and benefits to you. We also ensure that they adhere to the same Data Protection standards that we do. You have the right to withdraw your permission at any time.

Right to know and amend the information

At any time, you have a right to ask us what information we hold about you. You can also, if you wish, obtain a copy of this information, all you must do is ask. We will just need to check your identity.

We have a plan in place to ensure that the information we hold on you is regularly reviewed and kept accurate and up-to-date. If it becomes apparent that the information we hold on you is inaccurate or factually wrong, we will correct it as swiftly as possible. You have a right to ask us to stop processing your details at any time as long it does not affect any contract agreement in place. This falls as part of your “generally applicable rights”

You can contact Summit Qualifications UK directly if you are not happy with your data protection. If you wish to make a complaint which does not directly relate to your data protection and privacy rights, you can do so in accordance with Summit Qualifications UK complaints policy.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner’s Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at www.ico.org.uk

We do not store financial information after processing

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.



Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact contact@summitqualifications.co.uk if you wish to make a request.