

## 1. Identity and contact details

If you would like to discuss anything in this privacy notice, please contact: The Data Protection Officer at

- PQMS Sole End Industrial Estate, Astley Lane, Bedworth, CV12 0NE
- Our Data protection officer is Gary Kelleher, email: [dataprotection@pqms.ie](mailto:dataprotection@pqms.ie)

## 2. Purpose of the processing

Professional Quality Management Services Ltd (PQMS) take your privacy seriously and will only use your personal information to administer your account, personalise your use of the website, and to provide the products and services you have requested from us.

In order for 'users' to use some of our online services and to respond to enquiries we need to collect and process various personal data. Users may be asked to complete an online form(s) which request, name, address, e-mail and telephone number. The personal data we collect is used to process your request for our services.

All information provided will be treated as confidential and will only be used for the purpose intended. Anyone can contact PQMS to correct or update personal information in our records.

### What information do we collect?

We collect information that you provide to us via our website: <https://www.pqmstraining.co.uk>

For example, the information you provide if you subscribe to our membership services, newsletters, notifications, enter a promotion, complete a survey, request information, or purchase goods or services via our website. If you contact us, we may keep a record of that correspondence.

The sort of information we hold includes your application form, references, contact details, bank details, photo identification, learner cards and certificates, information needed for equal opportunities monitoring.

### What do we use personal information for?

We may use the information we hold about you in the following ways:

- to send newsletters and/or notifications to you if you have signed up to receive them;
- to provide you with information about our products, services, and upcoming events if you have consented to be contacted for such purposes;
- to notify you about any important information about, or changes to, our products and services
- to provide you with products and services requested by you;

## **Corrections/Accuracy**

We will endeavour to ensure that all personal data held in relation to all data subjects is accurate. Data subjects must notify PQMS of any changes to information held about them.

## **3. The lawful basis**

PQMS will process data for the specific and lawful purpose for which it is collected and not further process the data in a manner incompatible with this purpose.

We collect and use information for general purposes where one or more of the following conditions are satisfied:

- the data subject has given consent to the processing of his or her personal data for one or more specific purposes
- processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract
- the data subject has given explicit consent to the processing of those personal data for one or more specified purposes

## **4. Categories of personal data**

We will ensure that the reason for which it collected the data originally is the only reason for which it processes those data, unless the individual is informed of any additional processing before it takes place. We will ensure that the data is adequate, relevant and not excessive in relation to the purpose for which it is processed

### **Personal data**

We may collect 'personal data' relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier. This may include the data subjects name, identification number, location data or online identifier.

### **Sensitive Personal Data**

We may, from time to time, be required to process sensitive personal data. Sensitive personal data includes photographic images of learners and data relating to gender, religion, race, sexual orientation, and criminal records and proceedings.

## **5. Disclosure to third parties**

We will not sell or license your personal information to any third party. However, we may disclose your personal information:

- to any member of PQMS
- contractors engaged by us to provide services on our behalf;
- in order to provide you with any products or services you have purchased or requested;

- Examining and Awarding Bodies to register your qualifications
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation to do so.

### **Details of transfers to third country**

We will not transfer your personal information to countries outside of the European Economic Area that do not have adequate data security law.

### **Retention period**

PQMS may retain data for differing periods of time for different purposes as required by statute or best practices.

## **6. Data subject's rights**

You have the right to request access to information about you that we hold. You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed

Any data subject wishing to access their personal data should put their request in writing to the Data Protection Officer email: [dataprotection@pqms.ie](mailto:dataprotection@pqms.ie), who will endeavour to respond to any such written requests as soon as is reasonably practicable and, in any event, within 30 days. PQMS may request a Subject Access Request form to be completed.

### **The right to withdraw consent**

Withdrawal of consent shall be without effect to the lawfulness of processing based on consent before its withdrawal.

- We make it easy for individuals to withdraw their consent at any time.
- We act on withdrawals of consent as soon as we can.
- We don't penalise individuals who wish to withdraw consent.

You may withdraw consent at any time by putting your request in writing to the Data Protection Officer, email: [dataprotection@pqms.ie](mailto:dataprotection@pqms.ie), who will endeavour to respond to any such written requests as soon as is reasonably practicable and, in any event, within 30 days. PQMS may request that a Withdrawal of Consent form is completed.

## The right to lodge a complaint

Data subjects are able to complain to PQMS about:

- how their personal data has been processed
- how their request for access to data has been handled
- how their complaint has been handled
- appeal against any decision made following a complaint.

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance by emailing the Data Protection Officer, email: [dataprotection@pqms.ie](mailto:dataprotection@pqms.ie) Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

## 7. The source the personal data

All personal information provided to us is either stored on our secure servers located in the UK, or on the secure servers of sub-contractors that we have engaged to provide services on our behalf.

## 8. Statutory or contractual requirements

We will make you aware if we need to collect data for the purpose of statutory or contractual requirements. We will keep this data and use it to enable us to run our business and manage our relationship with you effectively, lawfully and appropriately.

## 9. Automated decisions

We do use automated decision making (including profiling) in limited circumstances.

## Unsubscribing

You may unsubscribe from our marketing communications at any time by putting your request in writing to [Info@pqms.ie](mailto:Info@pqms.ie)

## Websites and cookies

This section applies to anyone accessing PQMS website.

A cookie is a small file, typically of letters and numbers, downloaded on to your device (e.g. your PC) when you access PQMS website. Cookies allow the website to recognise your device and so distinguish between the different users that access the site.

Session cookies will remember your selections as you browse the site. These cookies are for the browsing session and not stored long term. No personal information is collected by these cookies.

Google Analytics cookies help us to make the website better for you by providing us with user statistics, for example: which pages are the most visited; how a user navigates the site. No personal information is collected by these cookies.

You may delete or control the use of cookies through your browser settings, but this may limit the functionality of the website. The site and our computer systems have security measures in place with the aim of protecting the loss, misuse or alteration of the information 'users' provide to us.

To find out more about cookies and what cookies might be stored on your device, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)