

## **Client Privacy Notice**

At Scott Fraser Training, we understand that we have a responsibility to protect and respect your privacy and to look after your personal data.

This **Privacy Notice** and our **Business Terms and Conditions** explain what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

For clarity, Scott Fraser Training may be both data controller and data processor for your personal data under certain circumstances.

### **Who are we?**

Scott Fraser Training is a provider of training and assessment for forestry and arboriculture.

We are a UK Limited company with our registered office at Windover, Selmeston, East Sussex.

The Company number is 9005717 and Anna Fraser is the director responsible for data protection.

### **How the law protects you**

Data protection laws state that we are only able to process personal data if we have valid reasons to do so.

The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and remittance, and to contact you for customer service purposes.

### **How do we collect personal data from you?**

We receive information when you complete the form on our website or the booking form and if you contact us by phone, email, or otherwise in respect of any of our services.

If you provide us with personal data about a third party, you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.

### **What type of data do we collect from you?**

The personal data that we may collect from you includes your name, address, email address, phone numbers, business and company information **and trading history**. We also retain records of your queries and correspondence, in the event you contact us.

We merely process such data on your behalf, subject to our Terms and Conditions.

## **What data do we store?**

- Contact details – phone, address, email
- Medical details as relevant
- Other correspondence
- We may record telephone calls for monitoring and confirmation purposes

We do not store any payment information such as bank account details or credit card numbers.

## **How do we use your data?**

We use information about you in the following ways:

- To organise and arrange training and assessments as required
- To provide you with services
- To comply with any contractual obligations, we may have with you
- To help us identify you and any projects we are working on or have completed for you
- To enable us to review, develop and improve our services
- To provide customer care, including responding to your requests if you contact us with a query
- To administer accounts, process payments and keep track of billing and payments
- To detect fraud and to make sure what you have told us is correct
- To carry out marketing and statistical analysis – if requested to receive our newsletter
- To notify you about changes to our services – if requested to receive our newsletter
- To provide you with information about products or services that you request from us or which we feel may interest you based upon the work we have completed for you

## **Retention periods**

Paper copies of booking forms will be scanned, then destroyed.

Booking forms will be kept electronically for a maximum of 3 years.

Course and assessment paperwork will be kept for 3 years.

If you notify us that you no longer want to receive the newsletter and wish to be removed from our mailing list, we will delete your contact information.

We shall retain any data that is required to safeguard our legal liability following the completion of any training or assessment.

## **Who has access to your personal data?**

For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes.

We may pass your personal data to third parties for the provision of services on our behalf, but we will only ever share information about you that is necessary to provide the service. For example, we will share your data with the Awarding bodies in order to register you for training and assessments.

We may share your information; if we are acquired by a third party and therefore your data will be deemed an asset of the business. In these circumstances, we may disclose your personal data to the prospective buyer of our business, subject to both parties entering into appropriate confidentiality undertakings.

We may share your personal data if we are under a duty to disclose data in order to comply with any legal obligation or to protect the rights, property, or safety of Scott Fraser Training, our customers, or others. This includes but is not limited to exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and dispute policies. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

## **Your rights**

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten.

There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

Our Privacy Notice shall be made clear to you at the point of collection of your personal data.

Keeping customers up to date is part of our service and we consider updating to include making you aware of new solutions to topical issues. The solution may be a new or improved service. You have the right to ask us not to process your personal data for marketing purposes. If you choose not to receive marketing communications from us about our products and services, please let us know at any time at [anna@scottfrasertraining.co.uk](mailto:anna@scottfrasertraining.co.uk)

You have the right to ask to see the data we store and process that relates to you and we would be happy to provide that information upon request.

## **Where we store your personal data**

All information you provide to us is stored on our secure cloud-based servers.

Email is held on the storage provided by Google Inc.

Project documents including photographs are stored on our Dropbox system.

Please refer to the information published by these companies in relation to encryption and security. We are comfortable that they provide a very secure storage solution.

Our IT equipment is protected by the highest grade of firewall and antivirus software available and we operate all communication via a virtual private network.

Email and training and assessment documents are backed-up regularly onto an external hard drive and this is kept in a remote secure location.

## **Liability**

We agree to take reasonable measures to protect your data in accordance with applicable laws and in accordance with our Terms and Conditions.

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

## **Contact us**

Please e-mail any questions or comments you have about privacy to us at [anna@scottfrasertraining.co.uk](mailto:anna@scottfrasertraining.co.uk)

## **Your right to make a complaint**

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

*Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF*

Telephone: 0303 123 1113