



MDR Training (UK) Limited

Privacy Policy

General

MDR Training (UK) Limited is totally committed to protecting our customer's privacy and complying with UK Data Protection laws.

Data Controller

MDR Training (UK) Limited is the data controller responsible for collecting the personal data required in running the operations of the business. You can contact us through the contact page of the website or using the details below.

MDR Training (UK) Limited
1 Franks Road
Bardon
Leicestershire
LE67 1TT

Telephone: 01530 834554
Email: richard@mdrtraininguk.com

Information That We Collect

We will collect personal information from you when you complete a form on this website to make a booking, make an enquiry or subscribe to a service. We will also collect personal information from you if you book by telephone, via email or in writing.

The information we collect may include your title, name, home address, email address, telephone number and where applicable, business name, business address, business email address and phone number. If you choose to pay by credit or debit card then the necessary payment details will be collected through a secure payment gateway. We do not store or otherwise process your credit card details directly.

We do not collect any special personal data (such as health, disability, race, etc.) unless you wish to make us aware of special circumstances where it may be necessary to make reasonable adjustments at a venue or provide for special dietary needs.

How We Use This Information

It is necessary for us to collect the personal information of customers who agree to purchase our training courses, services or exams in order to run our business and provide and receive payment for those courses and services effectively. We take all necessary measures to ensure the privacy and confidentiality of the information collected.

We will use your information to process your order for our courses and services and to ensure that you receive all the necessary information to receive or access those services. We will also contact you to check that you were satisfied with the services you received.

MDR TRAINING

If you subscribe to a service or book a training course then we may contact you with news about similar products or services that we think our customers will find relevant and of interest. You may opt-out of receiving such communications at any time by unsubscribing or contacting us via any of the means displayed on our website.

From time to time we may use your name or company detail when publishing feedback comments on the Testimonials page of our website or other marketing materials. We will always ask your permission first before publishing your comments.

Legal Basis for the Process of Information

It is necessary for us to process the personal data you have supplied in order for us to fulfil the contract between you or your employer and MDR Training (UK) Limited.

Further processing may be necessary to support the delivery of our services and the fulfilment of our obligations in the legitimate interests of the business.

We may process your information by sending you details of similar products or services to those previously delivered to you. This is also in the legitimate interests of MDR Training (UK) Limited and in accordance with the Privacy and Electronic Communications Regulations.

How We Store Your Information

Our data and the data we collect are stored on a secure server based in the United Kingdom. Although transmission of information over the Internet cannot be guaranteed as one hundred per cent safe, once we have received your data we will use strict security procedures, data protection tools and anti-virus/hacking technology to prevent data loss or unauthorised access.

How Long Do We Retain Information

We retain personal data relating to payments, VAT, tax and accounts for the minimum statutory periods required by UK law.

We retain information relating to historic bookings and purchase to enable us to analyse the performance of the business over time and plan for the future success of the company. We only keep this information for as long as is necessary to perform this task.

Passing Information to Third Parties

We will not sell, trade, transmit or otherwise pass on your personal information to a third party, except where it is necessary to deliver our services (such as personal details to Awarding Organisations for the purposes of exam/assessment registration or uploading of personal details to JAUPPT for the purposes of DCPC)

The Use of Cookies

Some pages on this site use cookies, which are small files the site places on your device for identification purposes. These files are used for the benefit of users who register on the site, for the monitoring of traffic and for customisation. You should note that cookies cannot read data from your device and we do not use cookies to collect personal information. Your web browser will allow you to be notified when you are receiving a cookie, giving you the choice to

accept it or not. By not accepting cookies, some pages may not function correctly and you may not be able to access certain information on this site.

Overseas Data Transfer

MDR Training (UK) Limited does not currently transfer data outside the European Economic Area.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will take steps to protect your personal information, we cannot guarantee the security of your data transmitted via email and/or our website; any transmission is at your own risk.

The personal information that we collect from you will be stored and processed within the UK and the EEA.

In the event your personal information is transferred, stored or processed outside of the EEA, we will take all steps reasonably necessary to ensure that your personal information is treated securely and in accordance with this Privacy Policy and the Data Protection Legislation. This means that we will only allow third parties to access your personal information where those third parties; (a) are in countries that have been confirmed by the European Commission to provide adequate protection to personal information; or (b) have agreed to provide all protections to your personal information as set out in the Data Protection Legislation (such as by entering into the European Commission's Model Clauses).

Getting in Touch

You are guaranteed certain rights under UK and EU data protection law which MDR Training (UK) Limited will make every effort to meet. Not all of these rights are absolute – for example where there is a statutory obligation to retain data. The rights conferred are as follows.

- Request a copy of the personal information held about you.
- Rectify information that is not correct.
- Delete information held about you that is no longer necessary for another legitimate purpose.
- Restrict your personal data from being processed by in some way by MDR Training (UK) Limited.
- Have a copy of your personal data supplied in a portable format.
- Object to your information being processed in any way by MDR Training (UK) Limited

If you have any questions or queries about this policy or the information we hold, please get in touch using the contact details above.