

# PRIVACY POLICY

Last updated: **29/12/2015**

The Teacher Trainer Ltd. would hereafter be referred to as TTT in this document.

## Scope of the Policy

This policy is provided for TTT customers, including learners and staff members who are using or delivering the courses and qualifications that TTT offer.

## Location of the policy

This policy is available for all staff members, third parties and learners to access. The most up to date version of the policy is available on our website [www.theteachertrainer.co.uk](http://www.theteachertrainer.co.uk).

## Communication of the policy

It is important that staff involved in the management, delivery, assessment and quality assurance of nationally recognised qualifications and learners undertaking these qualifications, are fully aware of the contents of the policy.

## Review of the policy

TTT will review the policy annually and revise it as and when required. The review process includes analysis of monitoring data, consultation with and feedback from customers, learners, clients, staff and other stakeholders, changes in practices, actions required by Awarding Organisations or changes in legislation to determine the impact of the policy and any action required. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Statement of Principles

This privacy policy explains how we use any information we collect about you, how you can tell us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy. For the purposes of the Data Protection Act 1998 (the “Act”) the data controller is The Teacher Trainer Ltd., Regus House, Fairbourne Drive, Atterbury, Milton Keynes MK10 9RG. Your privacy is extremely important to us so we only use the information you provide about yourselves and your company when using our website to answer your enquiry or to help us to improve our services. We do not share this information with any third party except to the extent necessary to answer your enquiry if that enquiry requires the involvement of a third party. We use return email addresses to answer the email we receive. Such addresses are not used for any other purpose and are not shared with outside parties.

## The information we collect

We may collect and process the following data about you:

- Information that you provide by filling in forms on our site at <http://www.theteachertrainer.co.uk> (our “website”). This includes information provided when ordering courses/products from us or completing our enquiry or application forms. This typically includes your name, your organization’s name, your position, email address, business address and contact telephone number. We may also ask you for information when you report a problem with our website.
- If you contact us, we may keep a record of that correspondence.
- TTT may ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

- Details of your visits to our website including, but not limited to, web server statistics, traffic data, location data and details of the web pages and resources that you access.

### **Our use of IP addresses and cookies**

We may collect information about your computer, including (where available) your IP address, operating system and browser type, for system administration and to analyse aggregate information. This is statistical data about our users' browsing actions and patterns, and does not identify any individual(s).

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalized service. They enable us:

- To estimate our audience size and usage pattern
- To store information about your preferences, and so allow us to customise our website according to user needs
- To speed up your searches
- To recognize you when you return to our site

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

### **How we protect your information**

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. It is therefore at your own risk. Once we have received your information, we will use strict internal procedures and security features to try to prevent unauthorised access. We also keep your information confidential. The internal procedures of TTT cover the storage, access and disclosure of your information.

### **How we use your information**

We use information held about you in the following ways:

- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes
- To carry out our obligations arising from any contracts entered into between you and us
- To allow you to access secure areas of our website (such as 'My Account') when you choose to do so

We may also use your data to provide you with information about goods and services which may be of interest to you and we may contact you about these by email, SMS, post or telephone.

If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale to you. If you are a new customer we will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, please contact us by calling 0203 714 7453 or send us an email at [info@theteachertrainer.co.uk](mailto:info@theteachertrainer.co.uk).

## When we might disclose your data to third parties

We may disclose your personal information to third parties in a very limited number of circumstances:

- Where we engage the business services of a third party to provide services directly to TTT. For example, we may use a mailing house to email promotional materials such as our email newsletter. You may rest assured as any third parties are strictly prohibited from using your personal data for any other purposes.
- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If TTT or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of TTT, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## Your Rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by calling us on 0203 714 7453 or sending us an email at [info@theteachertrainer.co.uk](mailto:info@theteachertrainer.co.uk).

Our site may, from time to time, contain links to and from the websites of our clients and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

You have the right to get a copy of the information that is held about you. This is known as a subject access request. This right of subject access means that you can make a request under the Data Protection Act to TTT. You can ask for the personal information you want, to supply you with copies of both paper and computer records and related information. We would charge a fee of up to £25 for this exercise. However, it is important to remember that not all personal information is covered and there are 'exemptions' within the Act which may allow TTT to refuse to comply with your subject access request in certain circumstances.

## Your consent

By submitting your information you consent to the use of that information as set out in this policy. If we change our privacy policy, we will place notices on other pages of our website, so that you may be aware of the information we collect and how we use it at all times. We will also e-mail you should we make any changes so that you may consent to our use of your information in that way. Continued use of the service will signify that you agree to any such changes.

Owing to the global nature of the internet infrastructure, the information you provide may be transferred in transit to countries outside the United Kingdom that do not have similar protections in place regarding your data and its use as set out in this policy. However, we have taken the steps outlined above to try to improve the security of your information. By submitting your information you consent to these transfers.

## Contact Details

We welcome your views about our website and our privacy policy. If you have any queries or comments, or if any of the information that you have provided to TTT, please contact us by calling 0203 714 7453 or send us an email at [info@theteachertrainer.co.uk](mailto:info@theteachertrainer.co.uk).

## Terms and Conditions

This policy (together with the documents referred to on it) tells you the terms of use on which you may make use of our website [www.theteachertrainer.co.uk](http://www.theteachertrainer.co.uk) (our 'website'), whether as a guest or a registered user. Please read these terms of use carefully before you start to use our website. By using our website, you indicate that you accept these terms of use and that you agree to abide by them. If you do not agree to these terms of use, please refrain from using our website.

## Information about us

The website is operated by TTT. We are a registered private limited company in England and Wales and have our registered office at Regus House, Fairbourne Drive, Atterbury, Milton Keynes MK10 9RG. It must be noted that this is a postal address only, not our main trading address.

## Accessing our website

Access to our website is permitted on a temporary basis, and we reserve the right to withdraw or amend the service we provide on our website without notice (see below). We will not be liable if for any reason our website is unavailable at any time or for any period. There are areas of the website that have restricted access to users who have registered with us.

If you are provided with a password or any other piece of information as part of our security procedures, you must treat such information as confidential, and you must not disclose it to any third party. We have the right to disable any password, whether chosen by you or allocated by us, at any time, if in our opinion you have failed to comply with any of the provisions of these terms of use.

When using our website, you must comply with the provisions of our acceptable use policy. You are responsible for making all arrangements necessary for you to have access to our website. You are also responsible for ensuring that all persons who access our website through your internet connection are aware of these terms, and that they comply with them.

## Intellectual property rights

We are the owner or the licensee of all intellectual property rights in our website, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved. You must not print off, copy, or in any way download extracts, of any page(s) from our website. You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text. Our status (and that of any identified contributors) as the authors of material on our website must always be acknowledged.

You must not use any part of the materials on our website for commercial purposes without obtaining a license to do so from us or our licensors. If you print off, copy or download any part of our website in breach of these terms of use, your right to use any our website will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

### **Reliance on information posted**

Commentary and other materials posted on our website are not intended to amount to advice on which reliance should be placed. We therefore disclaim all liability and responsibility arising from any reliance placed on such materials by any visitor to our website, or by anyone who may be informed of any of its contents.

### **Our website changes regularly**

We aim to update our website regularly, and may change the content at any time. If the need arises, we may suspend access to our website, or close it indefinitely. Any of the material on our website may be out of date at any given time, and we are under no obligation to update such material.

### **Our liability**

The material displayed on our website is provided without any guarantees, conditions or warranties as to its accuracy. To the extent permitted by law, we and third parties connected to us hereby expressly exclude:

- All conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity.
- Any liability for any direct, indirect or consequential loss or damage incurred by any user in connection with our website or in connection with the use, inability to use, or results of the use of our website, any website linked to it and any materials posted on it, including, without limitation any liability for:
  - loss of income or revenue
  - loss of business
  - loss of profits or contracts
  - loss of anticipated savings
  - loss of data
  - loss of goodwill
  - wasted management or office time and
  - for any other loss or damage of any kind, however arising and whether caused by tort (including negligence), breach of contract or otherwise, even if foreseeable.

This does not affect our liability for death or personal injury arising from our negligence or our liability for deceit or fraudulent misrepresentation or misrepresentation as to a fundamental matter, nor any other liability which cannot be excluded or limited under applicable law.

### **Information about you and your visits to our website**

We process information about you in accordance with our privacy policy. By using our website, you consent to such processing and you warrant that all data provided by you is accurate.

### **Uploading material to our website**

Whenever you make use of a feature that allows you to upload material to our website, or to make contact with other users of our website, you must comply with the content standards set out in our acceptable use policy. You warrant that any such contribution does comply with those standards, and you indemnify us for any breach of that warranty. We have the right to disclose your identity to any third party who is claiming that any material posted or uploaded by you to our website constitutes a violation of their intellectual property rights, or of their right to privacy. We will not be responsible, or liable to any third party, for the content or accuracy of any materials posted by you or any other user of our website. We have the right to remove any material or posting you make on our website if, in our opinion, such material does not comply with the content standards set out in our acceptable use policy.

### **Viruses, hacking and other offences**

You must not misuse our website by knowingly introducing viruses, Trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our website, the server on which our website is stored or any server, computer or database connected to our website. You must not attack our website via a denial-of-service attack or a distributed denial-of service attack.

By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our website will cease immediately.

We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our website or to your downloading of any material posted on them, or on any website linked to them.

### **Linking to our website**

You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it, but you must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists. You must not establish a link from any website that is not owned by you. Our website must not be framed on any other website, nor may you create a link to any part of our website other than the home page. We reserve the right to withdraw linking permission without notice. The website from which you are linking must comply in all respects with the content standards set out in our acceptable use policy.

If you wish to make any use of material on our website other than that set out above, please address your request to [info@theteachertrainer.co.uk](mailto:info@theteachertrainer.co.uk).

### **Links from our website**

Where our website contain links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources, and accept no responsibility for them or for any loss or damage that may arise from your use of them.

### **Jurisdiction and applicable law**

The English courts will have non-exclusive jurisdiction over any claim arising from, or related to, a visit to our website although we retain the right to bring proceedings against you for breach of these conditions in your country of residence or any other relevant country. These terms of use are governed by English law.

### **Variations**

We may revise these terms of use at any time by amending this policy. You are expected to check this policy from time to time to take notice of any changes we make, as they are binding on you. Some of the provisions contained in these terms of use may also be superseded by provisions or notices published elsewhere on our website.

### **Your concerns**

If you have any concerns about material which appears on any of our website, please contact us by calling 0203 714 7453 or send us an email at [info@theteachertrainer.co.uk](mailto:info@theteachertrainer.co.uk).

**Thank you for visiting our website!**