

Privacy Policy

Last Updated: June 2026

This Privacy Policy explains how we collect, use, store, and protect your personal information when you use our website, services, training, or CPD-related platforms. By accessing our services, you agree to the practices described below.

1. Information We Collect

We may collect the following types of information:

- **Personal details:** name, email address, phone number, postal address
- **Training & CPD data:** course enrolments, attendance, assessment results, CPD points
- **Payment information:** processed securely through third-party providers
- **Technical data:** IP address, browser type, device information, cookies
- **Communication data:** enquiries, support requests, messages, forms submitted

2. How We Use Your Information

We use your information to:

- Provide training, CPD services, and certification
- Manage bookings, payments, and learner accounts
- Issue CPD points, certificates, and records
- Improve our website, services, and user experience
- Send updates, reminders, and service-related communications
- Maintain legal, regulatory, and compliance obligations

We do **not** sell or share your data with third parties for marketing.

3. Legal Basis for Processing

We process your data under the following lawful bases:

- **Contract:** to deliver the services you have purchased
- **Legitimate interests:** improving services, preventing fraud, maintaining records
- **Consent:** for optional marketing communications
- **Legal obligation:** tax, accounting, and regulatory requirements

4. Data Storage & Security

We store your data securely using encrypted systems and industry-standard safeguards.

Access is restricted to authorised personnel only.

If we use third-party platforms (e.g., payment processors, learning systems), they must meet strict data-protection standards.

5. Data Sharing

We may share your data with:

- Payment processors
- Accreditation or awarding bodies (where relevant)

- IT service providers
- Legal or regulatory authorities (only when required)

We never share your data for advertising or unrelated purposes.

6. International Transfers

If data is transferred outside the UK, we ensure it is protected by approved safeguards such as:

- UK GDPR-compliant contracts
- Adequacy decisions
- Secure, regulated service providers

7. Data Retention

We keep your information only for as long as necessary:

- Training & CPD records: up to 7 years
- Financial records: 6 years (legal requirement)
- Enquiries: up to 12 months
- Marketing data: until you unsubscribe

8. Cookies

Our website uses cookies to:

- Improve performance
- Analyse traffic
- Enhance user experience

You can manage or disable cookies in your browser settings.

9. Your Rights

Under UK GDPR, you have the right to:

- Access your data
- Correct inaccurate information
- Request deletion (where applicable)
- Restrict or object to processing
- Request data portability
- Withdraw consent for marketing at any time

To exercise your rights, contact us using the details below.

10. Automated Decision-Making

We do not use automated decision-making that has legal or significant effects on you.

11. Changes to This Policy

We may update this Privacy Policy from time to time.

The latest version will always be published on our website.

12. Contact Us

The CPD Consultants & Partners

Email: info@thecpdconsultants.co.uk

Website: www.thecpdconsultants.co.uk

