

# *Supportability Engineering Training Customer Privacy Policy*

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This Customer Privacy Notice tells you what we do with your personal information.

## *Contact details:*

Address:

Supportability Engineering Training  
4 Strympole Way,  
Highfields Caldecote,  
Cambridge  
CB23 7ZJ  
United Kingdom  
Telephone: +44 (0) 7858265494  
Email: [info@supportability-elearning.com](mailto:info@supportability-elearning.com)

## *What information we collect, use, and why*

We collect or use the following information to provide and improve products and services for clients; for the operation of client or customer accounts; for information updates or marketing purposes; to comply with legal requirements.

The information we require is:

Names and contact details  
Addresses  
Occupation  
Payment details  
Purchase or service history  
Account information

## *Lawful bases and data protection rights*

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

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Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. You can read more about this right [here](#).

Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. You can read more about this right [here](#).

Your right to erasure - You have the right to ask us to delete your personal information.

Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information.

Your right to object to processing - You have the right to object to the processing of your personal data.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## *Our lawful bases for the collection and use of your data*

Our lawful bases for collecting or using personal information to provide and improve products and services for clients are:

Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

## *Where we get personal information from*

We get personal information directly from you

## *How long we keep information*

We keep information for a period of five (5) years from the date our agreement has expired.

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## *How to complain*

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: +44 (0)303 123 1113

Website: [www.ico.org.uk/make-a-complaint](http://www.ico.org.uk/make-a-complaint)

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April 28, 2025