

Privacy Notice

This privacy notice is designed to help you understand how K.P. Hughes & Associates Limited (KPHA) collect, use and safeguard your personal information, how we manage personal information we may collect about you and the purposes for which it may be used.

We value your privacy and consider all information provided by you to be strictly confidential. All information is strictly held by KPHA to provide you with the services you have requested.

KPHA is committed to protecting your privacy. Should we collect any information about you, it will be used in accordance with this policy.

Updated 01 January 2021.

What information does KPHA collect about me?

Personal information that we collect may include your name, date of birth, gender, contact details (phone numbers, email address and addresses), job role, employer's organisation name, billing information, products or services in which you are interested, as well as any other personal information relating to you that you supply to us.

We may also collect other information that you supply to us, such as information relating to your education, skills or job experience, where relevant in the context of the services we provide. Except where stated otherwise, such personal information submitted to us will only be processed for the purposes for which you have submitted it to us.

How does KPHA collect my personal information?

We collect your information in the following ways:

- Personal information you choose to disclose. You may, for example, provide us with your information when you communicate with us by email, post or telephone regarding any of the services we provide.
- Information you provide on a qualification booking form
- We do not collect information via our website

We will inform you prior to collecting your personal information if it is requested on a voluntary basis and the consequences of not providing voluntary personal information.

What will KPHA do with my personal information?

We use your personal information for a variety of business purposes which are in our legitimate interests ("Business Purposes"), and/or in order to enter into or perform a contract with you ("Contractual"), and/or with your consent ("Consent"), and/or compliance with our legal obligations ("Legal Reasons"). For example, we may use your personal information:

- to provide you with the relevant services through our communications, for Contractual Reasons
- to process your registration with the Awarding Body for qualification certification courses, for Contractual Reasons
- to inform you about and provide more information on products and services offered by us and our group companies, for our Business Purposes or with your Consent

- to improve the products and services offered to you for our Business Purposes
- for marketing for our Business Purposes and/or with your Consent
- for statistical or analytical purposes for our Business Purposes
- to detect, prevent or investigate security breaches or fraud for our Business Purposes and/or Legal Reasons

We will not allow unrelated third parties to use your personal information for marketing without your consent. Where we rely on your consent, you have the right to withdraw it at any time.

How long will KPHA keep my personal information?

We will keep your personal information only for as long as necessary to fulfil the purposes for which we are processing your personal information unless the law permits or requires longer. For example, we might need to keep your personal data for quality assurance of the service we have provided, or we might need to keep it to defend future legal claims.

How does KPHA keep my personal information safe?

We seek to protect the safety of all your personal information by implementing appropriate technical and organisational measures.

When you share your personal information with any company, you have a right to expect that information to be treated with total confidentiality.

Your privacy is extremely important to us. We are committed to protecting any personal information you provide us with, and we comply with all relevant data protection laws.

This means that:

- we take full responsibility for the information we hold about you
- we will protect your privacy at all times
- we will never sell your personal information

Whether you have supplied your personal details online, by phone or text, by email or in a letter, we will never use them without a lawful reason to do so. We will use them for the purposes for which they were initially requested and as fully explained in this Privacy Notice.

Email marketing and opt-out

We will not send you marketing emails if you have opted out of receiving them. Any marketing emails we send you will include an unsubscribe link at the end of the email.

If you have previously agreed to us using your personal information for marketing purposes, you may change your mind at any time by emailing us at unsubscribe@kphughes.co.uk

KPHA's contact details are provided at the end of this document which you may use if you want to contact us by email, post or telephone in order to unsubscribe.

Will KPHA share my personal information with anyone else?

We will never sell your personal information. We may disclose and share your personal information:

- any entity which acquires any part of our business
- our service providers (including, for example, credit reference agencies and payment processors, distributors/agents of our products, awarding bodies, suppliers who develop or host our sites)
- relevant third parties (such as your employer, law enforcement agencies) if we reasonably believe you may be in breach of the law or if required to do so in accordance with applicable law
- other third parties with your consent

Links to other websites

Our website may contain links to other websites of interest. If you use these links to leave our site, we do not have any control over those websites. KPHA cannot be responsible for the protection and privacy of any information which you provide when visiting such sites which are not governed by this policy.

Will KPHA send my personal information to another country?

We will not transfer your personal information to other countries around the world outside of the EEA (European Economic Area).

What rights do I have?

In some regions, such as the EEA (European Economic Area), you may have certain rights in relation to your personal information, including the right to:

- request access to and obtain a copy of your personal information
- rectification of your personal information if it is no longer accurate or erasure of your personal information if our retention is no longer necessary for the purposes for which it was collected
- restrict or object to the processing of your personal information in certain circumstances
- data portability (if applicable)

If you wish to exercise any of your rights in relation to your personal information please send your request to us at admin@kphughes.co.uk. We will consider and act upon any request in accordance with applicable data protection laws.

You may also have the right to complain to the Information Commissioner if you are unhappy with our privacy practices notified under this Privacy Notice. We are registered with the Information Commissioner for the types of information we hold and the purposes for which we process personal data. KPHA's registration number is: ZA461405.

What if I am under 16 years old?

If you are under 16, please be sure to read this Privacy Notice with your parent or guardian and ask them questions about anything you don't understand.



K.P. Hughes

& Associates Ltd

Fire Safety Consultants

Misuse of personal information

Any improper collection or misuse of personal information is in violation of this Privacy Notice. Please report it by emailing admin@kphughes.co.uk.

You agree not to misuse any personal information available on our sites or to gather it or use robots or other automated scripts, codes or functionalities to do so.

Changes to this Privacy Notice

We may update this Privacy Notice from time to time. We will always include the date of a new version so that you know when there has been a change.

Contacting KPHA

If you have any questions about our Privacy Notice, please do not hesitate to contact us at:

Data Protection Officer

K.P. Hughes & Associates Ltd

By email us at admin@kphughes.co.uk.

This Privacy Notice is provided on behalf of K.P. Hughes & Associates Ltd (registered office Riverside House, 1-5 Como Street, Romford, RM7 7DN, United Kingdom, registered number 11006998).