



PRIVACY POLICY

(Effective from 30th March 2026)

SUMMARY

QSS is committed to ensuring the health and safety of all custom

PRIVACY POLICY

Quality Service and Solutions Limited ("QSS") is committed to protecting your personal data and ensuring your privacy.

This Privacy Policy explains how we collect, use, and protect your personal data when you access and use our training services—both online and in person—and when you interact with our website.

This policy applies to all personal data that we obtain during our business operations, including payment and contact information. We adhere to the requirements of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Data We Collect

We only collect the personal data that is necessary to provide you with quality training services. These details include:

- **Contact Information:** Your name, email address, telephone number, and postal address.
- **Payment Information:** Details required to process payments for our training services. Payment data may be processed by our secure payment service providers and is not stored by us beyond the transaction processing.

We do not collect, store, or use additional personal data beyond what is required for these purposes.

How We Use Your Data

Your personal data is used exclusively for the following purposes:

- **Service Delivery:** To register you for training sessions and manage your participation in both online and in-person training services.
- **Communication:** To contact you regarding your training, including sending confirmations, receipts, updates, or service-related information.
- **Payment Processing:** To process transactions securely through our trusted payment providers.
- **Compliance:** To adhere to legal and regulatory obligations.

Cookies and Tracking Technologies

Our website does not use tracking cookies or similar technologies for marketing or data tracking purposes. We only use strictly necessary cookies (if any) that enable the basic functionality of our website, such as maintaining session security. No additional tracking, profiling, or advertising cookies are used.

Lawful Basis for Processing

We process your personal data only when we have a lawful basis for doing so. Typically, this will be:

- **Contractual Necessity:** To provide the training services you have requested.
- **Legal Obligation:** To comply with applicable laws and regulations.
- **Legitimate Interests:** To manage our business effectively and maintain our relationship with our customers. In these cases, your rights and freedoms are not overridden.

Data Sharing and Third Parties

We do not sell or rent your personal data. However, we may share your data with:

- **Payment Service Providers:** To process your payments securely.
- **Service Providers:** That help us deliver or improve our training services (e.g., IT support, customer service). All third-party providers are contractually obliged to protect your data and use it only for the purpose for which it was disclosed.
- **Regulatory Authorities:** When required by law to comply with a legal obligation.

Data Security and Retention

We take appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, or misuse. Only those employees or third parties with a justified need for access to your data are given such access.

Your personal data will be retained only for as long as necessary to fulfil the purposes outlined in this policy, or as required by law. Once your data is no longer necessary, it will be securely deleted or anonymised.

Your Rights

Under UK data protection law, you have certain rights regarding your personal data. These include:

- **Right to Access:** You can request a copy of the information we hold about you.
- **Right to Rectification:** You have the right to have incorrect or incomplete data corrected.
- **Right to Erasure:** In certain circumstances, you may request that your data be deleted.
- **Right to Restrict Processing:** You can request that we limit how we use your data.
- **Right to Data Portability:** You have the right to receive your data in a structured, commonly-used format.
- **Right to Object:** You may object to the processing of your data in certain situations.

To exercise any of these rights, please contact us at the contact details provided below.

Contact Information

If you have any questions about this Privacy Policy or how we handle your personal data, please contact us at:

QSS Limited

Unit 20 Fryern Court Road, Fordingbridge, Hampshire, SP6 1QX

Email: info@qssltd.co.uk

Telephone: 01425 200 531

Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or applicable laws. Any significant changes will be communicated via our website and, where appropriate, through direct communication. Please review this policy regularly.
