

# Privacy Policy - VBMS (Buckingham) Ltd

This Privacy Policy was last updated in July 2022

## Introduction

Thank you for visiting one of our websites (“**website**” includes access via any mobile devices or other applications giving you access to websites). At VBMS (Buckingham) Ltd we take your privacy and protection of your personal information very seriously.

This Privacy Policy relates to our privacy practices and policies for our websites. It sets out what personal data we collect and process in connection with your use of the services and functions of VBMS (Buckingham) Ltd through our websites and online services; where we obtain the data from; what we do with that data; how we comply with the data protection rules, who we transfer data to and how we deal with individuals’ rights in relation to their personal data.

Any personal data is collected and processed in accordance with current data protection laws.

We are not responsible for the content or the privacy policies for any websites that we may occasionally provide external links to.

These practices may be subject to change and will apply only to current activities and information going forward. You are encouraged to review the Privacy Policy whenever you visit the site to ensure that you understand how any personal information you provide may be collected/used.

## Type of Information Collected

We collect two types of information:

“**Personal data**” means any information relating to an identified or identifiable natural person.

“**Non-personal data**”. Like most websites, we gather statistical and other analytical information collected on an aggregate basis of all visitors to our website. This non-personal data comprises information that cannot be used to identify or contact you.

Your personal data may have been provided to us via a number of sources for the purpose of providing appropriate online training content. Examples of these sources include; yourself, or; your regulatory body, your employer, your supplier, your training provider, where they have decided they have appropriate consent.

We may process the following types of personal data:

- Identity data such as your name, username, date of birth
- Contact data such as your email address, telephone number, employer
- Profile data such as your username, password, qualification, usage and history including courses started and completed
- Technical data regarding your login and how and how often you access the site

- Correspondence data, such as email contact, course feedback or support requests

### **Use of Information Collected**

The information we collect and store relating to you is primarily used to enable us to provide online training services to you and to be able to report to training portal owners and Regulatory bodies, the completion of individual courses as appropriate to earn the stated training recognition.

In addition, we may use the information for the following purposes:

- To ensure content is presented in the most effective manner for you and your computer and that you are notified of new training content as made available
- To improve the overall effectiveness of the website and allow us to administer it efficiently
- To manage our ongoing relationship with you and to notify you of future changes and notifications such as competition and prize draws
- To inform you of new goods and services which may be of interest to you

### **Collection, Storage & Data Retention of your information**

Once we receive your information, we will use strict procedures and security features in order to prevent unauthorised access. Unfortunately, the transmission of electronic information via the internet is not completely secure, though we will do everything we can to protect your personal data, we cannot completely guarantee the security of your data.

VBMS (Buckingham) Ltd use a carefully selected third party LMS to deliver online training functionality. They will only process your data personal data as per our instructions and are subject to a duty of confidentiality with stringent procedures and technologies in place to maintain data security by protecting confidentiality, integrity and availability of all personal data.

We will retain your information for as long as is necessary to fulfil the purposes it was collected for, or a reasonable period of time or as long as the law requires.

### **Disclosing Information**

We may disclose your personal information to trusted third parties where required for us to deliver our online training services, including:

- Our business partners, such as web and technology hosting companies and the providers of the training content hosted in company branded training portals
- Regulatory/Industry bodies to allow recognition of the completion of accredited training modules
- Employers, where your data was originally provided to us by your employer, with an agreement to feedback course completions by individual employee for recognition purposes

- In the event that we sell or buy any business or assets to the prospective seller or buyer on the understanding that GDPR compliance will be upheld
- Where we are under a duty to disclose or share personal data as required by law

## Your data protection rights

Under certain circumstances, by law you have certain rights:

- The right to be told whether we are processing personal data which relates to you, and if so:
  - A description of that personal data
  - The sources of that personal information
  - The purpose for which your data will be used, and
  - The recipients of that personal data
- The right to prevent processing that is causing – or is likely to cause – personal damage or distress
- The right to require us not to make certain decisions automatically if they significantly affect you
- You may ask us to make any necessary changes to your personal data in order to ensure it is accurate and up to date.

If you require any of this information, please submit a written request and pay a fee of £10. We may require proof of identity before supplying the information. Should you wish to contact us about any of these matters, please use the contact details set out below.

Data Protection Officer. VBMS (Buckingham) Ltd. Applewood, Oak Drive, Main Street, Gawcott, MK18 4HZ

Email: [hello@vbms.co.uk](mailto:hello@vbms.co.uk)

This Privacy Notice was last updated in July 2022. Any future changes will be updated on our website at [www.vbms.co.uk](http://www.vbms.co.uk). Use of any of our sites after we have published such a notice, will be deemed as acceptance of the new policy.