

Our Privacy Policy

Newtyne respects your privacy in all your dealings with us.

Newtyne Consultancy and Training is committed to ensuring that your privacy is protected, and we strictly adhere to the provisions of the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 and we are compliant with the EU General Data Protection Regulation (GDPR), which comes into force on the 25th May 2018.

The GDPR provides the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

For further information on these rights you can contact the ICO via one of the options on their website <https://ico.org.uk/global/contact-us/> Our Privacy Policy, together with our terms and conditions, sets out how we collect personal information from you, or how you provide us with personal information, which will be processed by us. How we collect and use the information we receive from you

When you place business with us, either directly or via our website, we will ask you to provide certain personal information, for example:

- your name; and
- your email address.

Please note that we require this information to be able to process and fulfil your order or answer any questions.

If you purchase services via our website, our third-party payment provider (PayPal) may require additional personal information in order to process such payment (e.g. your address). Please note that this information is not collected or stored by us.

The relevant third-party payment provider should set out the terms on which they are collecting such data at the time you make the payment. By submitting this information via our website, this is considered your consent for us to use your personal information in accordance with our privacy policy (which may be amended from time to time).

Newtyne

...making information work

Your personal information will then be used by us (including our: employees; agents; subcontractors; members of our group; resellers; trusted partners and awarding or accrediting organisations) to provide you with the services you ordered and from time to time to communicate with you on any matter relating to the provision of the services.

Please note that we and our resellers, trusted partners and relevant awarding or accrediting organisations may also use the information you provide to us for the following purposes:

- to monitor website usage and provide statistics to third parties for the purposes of improving and developing our website and the services we provide via our website. Please note that any such statistics and/or information provided to third parties will be made on a confidential basis and will not include information that can be used to identify any individual;
- to support, improve and develop our business in general;
- to contact you for your views on our website, our services and our business in general; and/or
- to provide you with updates to our services, any special or new services, developments to our website or any policies (including our Privacy Policy) displayed on our website, and any other matter we think may be of interest to you.

If you would prefer not to receive any of the above-mentioned information (or if you only want to receive certain information) from us please let us know by contacting us via our website. You have the right to ask us not to process your personal data for marketing purposes. We will not share, sell or distribute any of the information you provide to us without your prior consent, unless required to do so by law.

Marketing

When you fill out a webform to sign up to a newsletter, download a resource, such as an infographic, or enquire about a service, we may ask you to provide certain personal information, including your:

- Name
- Email address
- Job title & the organisation you work for
- Telephone number

By completing the form and ticking the relevant boxes you are providing your consent for Newtyne Consultancy and Training to process your personal data, and this is the legal basis we are relying on to do so.

We will use the information that you give us to send you relevant emails containing Newtyne Consultancy and Training news & marketing communications. Your information will be stored by a third-party data processor; MailChimp, whose servers are located in the US, you can read their privacy information here: <https://mailchimp.com/legal/privacy/>

In addition, if you have enquired about a service we will use the information you have given to update our customer relationship management system so one of our consultants or advisors can contact you. This information will also be stored by another third-party data processor, Invenias, on their servers located in the EU, and their privacy notice can be viewed here: <https://www.invenias.com/privacy-notice/>

Some automation and profiling may be used to send emails or a series emails based on your indicated preferences and your interactions with the emails we send to you. For example, if you have enquired about a particular service we may send you a series of emails outlining features or benefits of that particular service. You can withdraw your consent and unsubscribe at any time by clicking the link at the bottom our email communications. We will not sell or rent your information to third parties.

Newsletter Subscription

When you fill out a webform to sign up to a newsletter, download a resource, such as an infographic, or enquire about a service, we may ask you to provide certain personal information. By completing the form and ticking the relevant boxes you are providing your consent for Newtyne Consultancy and Training to process your personal data, and this is the legal basis we are relying on to do so.

We will use the information that you give us to send you relevant emails containing Newtyne Consultancy and Training news & marketing communications. Your information will be stored by a third-party data processor; MailChimp, whose servers are located in the US, you can read their privacy information here: <https://mailchimp.com/legal/privacy/>. We will not sell or rent your information to third parties.

How safe is your information?

Protecting your security and privacy is extremely important to us and we make every effort to secure your information and maintain your confidentiality in accordance with the terms of the Data Protection Act 1998.

Our website is protected by various levels of security technology, which are designed to protect your information from any unauthorised or unlawful access, processing, accidental loss, destruction and damage. Please note that we may need to disclose your personal information where we:

- are under a legal duty to comply with any legal obligation or in order to enforce or apply our terms and conditions; or
- need to disclose it to protect our rights, property or safety of our customers or others, including the exchange of information with other companies, organisations and/or governmental bodies for the purposes of fraud protection and credit risk reduction.

Our use of cookies

Newtyne

...making information work

A cookie is a small piece of information which is automatically created by our website on your computer. Please note that cookies are harmless to your computer. Cookies are a useful way of remembering the choices you have previously made while visiting our website. We will take your continued use of our website as your consent to our use of cookies as described in this document. If you don't want us to use cookies when you use our website, you can adjust your internet browser settings not to accept cookies. Your web browser's help function should tell you how to do this. Alternatively, you can find information about how to do this for all the commonly used internet browsers on the website: [http://www. aboutcookies.org/default.aspx](http://www.aboutcookies.org/default.aspx). This website will also explain how you can delete cookies which are already stored on your device.

Please note that if you set your computer to not accept cookies, there may be certain features/areas on our website that you may not be able to use. It may be necessary to have cookies enabled in order to purchase or access online courses and materials. Cookies for improving service: We use Google Analytics to collect information about how users use our website(s). We do this to make sure it's meeting our users' needs and to understand how we could do it better.

Google analytics sets cookies to store information about what pages you visit, how long you are on the website(s), how you got to the website(s) and what you click on. It does not collect or store your personal information (e.g. your name or address) so this information cannot be used to identify who you are. We do not allow Google to use or share our analytics data.

General

If any of the information you provide to us changes, please let us know as soon as possible so that we can make the necessary changes to the information we hold for you on our database(s) so that your records are accurate and up to date. If you wish to make changes to, or see the information we hold on you, please let us know by contacting us via our website.

Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other websites. This privacy policy applies solely to information collected on our website. Please note that we may change our Privacy Policy from time to time. If we make any changes, these will be shown on our website and will immediately supersede any previously posted information.

The major revision will be published on or around the 25th May 2018, in line with GDPR. For whatever reason, should you wish to lodge a complaint with the Information Commissioner's office, as is your right, you can do by contacting the ICO directly via one of the options on their website <https://ico.org.uk/global/contact-us/>

If you have any further queries or comments on our Privacy Policy, please contact us via our website or write to us at Newtyne Consultancy and Training, 31 Palmerston Place, Edinburgh EH12 5AP. We always welcome your views about our website and our Privacy Policy.