

## Manahel Training Centre MTC PRIVACY POLICY

MANAHEL TRAINING CENTRE MTC ("**we/us/our**") are committed to protecting and respecting your privacy.

This policy (together with our Terms of Use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection, the data controller is MANAHEL TRAINING CENTRE MTC

### 1. Information we may collect from you

#### 1.1 We may collect and process the following data about you:

- 1.1.1 Information that you provide by filling in forms on our site <http://www.mtcbh.net> (our "**site**"). This includes information provided at the time of registering to use our site, subscribing to our service, posting material or requesting further services. We may also ask you for information when you enter a competition or promotion sponsored by MTC, and when you report a problem with our site.
- 1.1.2 If you contact us, we may keep a record of that correspondence.
- 1.1.3 Information about students that either enrol or register for a MTC qualification or assessment. This information is taken from enrolment and for registration forms completed by the student or the student's selected MTC Accredited Course Provider. This information is used to process assessment paperwork, declare results and communicate with students regarding their chosen qualification. Full information is available in the Student Terms and Conditions document.
- 1.1.4 Information provided on enrolment and registration forms will be disclosed to the students selected accredited course provider to allow the accredited course provider to provide a professional service to the student.
- 1.1.5 We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- 1.1.6 Details of transactions you carry out through our site and of the fulfilment of your orders.
- 1.1.7 Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

## 2. IP Addresses and Cookies

- 2.1 We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers and sponsors. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.
- 2.2 For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:
  - 2.2.1 To estimate our audience size and usage pattern.
  - 2.2.2 To store information about your preferences, and so allow us to customise our site according to your individual interests.
  - 2.2.3 To speed up your searches.
  - 2.2.4 To recognise you when you return to our site.
- 2.3 In an effort to constantly improve our site this site uses Google analytics to help analyse how users use this site. This analytical tool uses cookies which are text files placed on your computer to collect internet log information and visitor behaviour information. This information is transmitted to Google and is then used by us to evaluate visitor use of the website and complete statistical information.
- 2.4 You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.
- 2.5 Please note that our advertisers/sponsors and any third party users on our site may also use cookies, over which we have no control.

## 3. Where we store your personal data

- 3.1 We do not store personal and financial information received while making a payment. We do not share personal and financial information with 3<sup>rd</sup> parties.
- 3.2 The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.
- 3.3 We are committed to the security of your information and have security procedures in place to protect the loss, misuse or alteration of information under our control. In addition we also have security measures in place to protect the student and user database and access to this database

is restricted internally.

- 3.4 All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a username and/or password which enables you to access certain parts of our site, you are responsible for keeping this username and/or password confidential. We ask you not to share a password with anyone.
- 3.5 Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## **4. Uses made of the information**

4.1 We use information held about you in the following ways:

- 4.1.1 To ensure that content from our site is presented in the most effective manner for you and for your computer.
  - 4.1.2 To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
  - 4.1.3 To carry out our obligations arising from any contracts entered into between you and us.
  - 4.1.4 To allow you to participate in interactive features of our service, when you choose to do so.
  - 4.1.5 To notify you about changes to our service.
- 4.2 We may also use your data, or permit selected third parties, (such as the accredited course providers if you are a student or the student if you are the accredited course provider) to use your data, to provide you with information about services which may be of interest to you and we or they may contact you about these by email, post or telephone.
- 4.3 We may contact you on occasions to provide an update on our qualifications. You have the opportunity to opt out of receiving such information in the first instance by selecting the relevant box on the enrolment or registration form or by contacting us in writing.
- 4.4 If you are an existing customer we will only contact you by telephone, post, e-mail or SMS with information about services similar to those which were the subject of a previous engagement or discussion with you.
- 4.5 If you are a new customer and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this.
- 4.6 We may also conduct occasional email surveys of students and this information will be used only by us to help create a better service.
- 4.7 If you do not want us to use your data in the ways set out above, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data such as the enrolment or registration form or by contacting us in writing. We

further provide customers the opportunity to opt out of receiving further communications at the point where personal information is requested at the Contact Us stage.

4.8 Customers may also opt out of receiving future survey mailings by contacting us on [info@mtcbh.net](mailto:info@mtcbh.net). Removal requests will be acted upon within 28 days of the request.

4.9 We do not disclose information about identifiable individuals to our advertisers or sponsors, but we may provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement/sponsor on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in SW1).

## 5. Disclosure of your information

We believe strongly in protecting your privacy and will only disclose information about you to any third party when we have your permission or when we are legally obliged to. We set out below the circumstances in which such disclosures may happen.

5.1 We may disclose your personal information to any member of our group, which means our subsidiaries,

5.2 We regularly receive requests from employers, recruitment agencies, Higher Education institutions and other similar bodies to verify results of assessment or qualification attained. The disclosure of data relating to the verification of qualifications will be limited to whether the individual holds the qualification that they are expressly claiming to. We will not disclose marks achieved or verify examination results. Assessment results are sent to the students and to the student's selected accredited course provider to allow the course provider to deal with any enquiries from the student.

5.4 We may disclose your personal information to third parties:

5.4.1 In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

5.4.2 If MTC or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

5.4.3 If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use and other agreements; or to protect the rights, property, or safety of MTC, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## 6 Telephone calls

6.1 From time to time we may record telephone calls for training and monitoring purposes. We will notify you at the time of the telephone conversation with you.

## 7 Your Rights

7.1 You have the right to ask us not to process your personal data for marketing purposes. We will

usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at [info@mtcbh.net](mailto:info@mtcbh.net) that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## 9 Changes to our Privacy Policy

- 9.1 Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

## 10 Contact

- 10.1 Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [info@mtcbh.net](mailto:info@mtcbh.net).