



Privacy Policy

The Information We Collect and Use:

By information we mean information about you collected through our verbal and online interactions which require you to share with us your email address and any other information you provide to us when you make a request for information about NBS Training Services or to receive email communications from us.

Requesting information

If you wish to receive information from us then we may request certain contact information such as your name, email and/or physical address and contact number.

Aggregate Information

From time to time, we may collect general, non-personal statistical information about the use of our website and online presence via Google Analytics. This would typically be to gain insight into the user experience of our audience with such information as number of visitors, which pages visited, duration on a page, which hyperlinks were used etc.

This information is collected by Cookies and IP addresses and is not used to personally identify you.

If you would prefer not to allow Google Analytics to track in this way across all websites, then click the following link to Opt-out.

<https://tools.google.com/dlpage/gaoptoutacross>

IP Addresses

An IP address is a number that's automatically assigned to your computer whenever you are surfing the web. The computers that serve up the web pages automatically identify your computer by its IP address. This information is collated to track usage of the website.

When visitors request pages from the website or click on a link in a mailing, web servers log the Visitors IP addresses. We reserve the right to use IP Addresses to identify visitors and list members to enhance the user experience. If we feel it is necessary to enforce compliance with the sites policies or to protect NBS Training, the site, its visitors, our Internet Service Provider partners, the list members or others.

Cookies

Cookies are pieces of information that a website transfers to an individual's hard drive for record-keeping purposes. Cookies make web-surfing easier for you by saving your preferences while you are at the website. The use of cookies is an industry standard and used by most websites. Cookies are not used to store personal information, or to retain historical or transactional subscriber data. By showing how and when visitors use the website, cookies help us see which areas are popular and which are not. We may use the information from cookies to improve and update the website and to tailor our services to our visitors, list members and survey participants' needs.

You always have the option of disabling cookies using your Browser preferences. Most Browsers are set up to accept cookies but you can reset your Browser to refuse all cookies or indicate when cookies are being sent. However, you should be aware that some features of the website will not function properly or may be slower if you refuse cookies.

Clear Gifs

Clear gifs are tiny graphics with a unique identifier, similar in function to cookies, and are used to track the online movements of web users. Clear Gifs are embedded invisibly in HTML files and are about the size of a full stop!

We use these in our HTML based emails to let us know which emails have been opened by recipients. This allows us to gauge the effectiveness of certain communications and our marketing. If you no longer wish to receive our newsletter or other promotional material by email, you may opt-out by following the instructions included in each communication.

Profile

We may store the information collected via the Cookies and Gifs to create a profile of your preferences and so we can provide you with a better and more relevant experience. We do not share your profile with third parties.

Information Sharing & Disclosure

Except for the situations listed here in this Privacy Policy we will not share your personal information with third parties.

Agents and third Party Service Providers

To provide our services to you we may use other businesses to perform certain specialized services such as data processing or other technology services. In such circumstances we may provide your personal information to those businesses but they are not permitted to retain or use your information for any other purpose.

Legal Compliance

NBS Training reserves the right to disclose member information in special cases when we have reason to believe that disclosing said information is necessary to identify, contact or bring legal action against someone who may be causing injury or

interference with the rights or property of NBS Training, other visitors, list members, or anyone else that could be harmed by such activities.

NBS Training also reserves the right to disclose visitor or list member information when we believe in good faith that the law requires it.

Communications from the Website and NBS Training

Based upon the information you have shared with us we will communicate with you in response to your request in order to provide the services you require and to manage your account. We may communicate with you by email, letter or telephone.

Newsletter & Promotions

We may provide you with additional opportunities to opt-in to newsletters, information or promotional material sent to you by email. If you have opted-in or otherwise qualify to receive these forms of communication we will use your name and email address to communicate with you. Out of respect for your privacy, we provide you a way to unsubscribe – see Choice and Opt-out section.

Choice and Opt-out

Service email messages are required to provide the service to you. You may opt-out of these communications which are not of a promotional nature at any given time by notifying us at contact@nbstraining.co.uk

We may provide you the opportunity to opt-in to additional news or promotional communications sent by email. If you have opted in or otherwise qualify to receive these forms of communication and no longer wish to receive them, you may opt-out by following the unsubscribe instructions included in each communication.

Customer Data Retention

If you wish to opt-out at any time please note that it is our policy to delete your records from the active list concerned immediately. However the information will be held on the live servers of our supplier, 3 months after account termination or cancellation.

Storage of your Personal Data

Protecting the security of your personal information is very important to us. Therefore all information you provide us is stored on secure servers. Any payment transactions are encrypted. Where we have given you, or you have chosen, a password which enables you to access certain areas of our Site, you are responsible for keeping this password confidential. We ask you not to share the password with anyone.

Unfortunately, even though we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security as the transmission of information via the internet is in itself not completely secure.

Access to your Data

Following a request by you from the email address we have on file for you, to us at contact@nbstraining.co.uk we will share with you your data on record with us. In order to protect you fully we may ask to validate your request with you before sharing the data. This may be done either in writing or by telephone. Once validated the information will be shared with you one month from that date.

Links to Other Sites

Please note that when you are on the Website or when you receive an email message from us you could be directed to other sites that are beyond our control. These other sites may send their own cookies to visitors, collect data, or solicit personal information. The privacy policies of these other sites may be significantly different from our own. We are not responsible for the privacy practices of these other sites and cannot guarantee the security of any of your personal information collected by them. Note that when you link to a third party site the NBS website you may see pre-populated data fields with your personal information. However that information is not available to the third party unless you take certain actions on the third party's site such as submitting a form.

Privacy Policy for Children

We do not knowingly collect information from children under the age of 13 on the website or through our Services. If you are under the age of 13 please do not provide any information to us.

If we become aware that we have collected such information we will make commercially reasonable efforts to delete it from our database.

Changes to this Policy

The terms of this Privacy Policy may change from time to time. We will notify you of any material changes to this Privacy Policy by posting a notice on the Home page of the website for a reasonable period of time.

We will always show the 'Effective Date' on the document which will change as we update our Policies as required. We encourage you to check this document from time to time for any changes. Your continued use of our website, participation with our communications following the posting of the changes to our terms will mean you accept these changes. It does not affect your right to unsubscribe at any time.

If you have any comments or questions about our Privacy Policy please send them to:

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