



Privacy Policy

1. Our guiding privacy principles

National Plant Vocational Skills Limited ('NPVSL') is committed to upholding your privacy as a valued customer, prospective customer, customer or user of this or any other NPVSL website. The personal data about you that we collect, process or use ('Data') is held securely and treated in accordance with this Policy. Whenever you give us Data, you are consenting to its collection and use as explained at the time of collection and in this Policy, including our use of 'cookies' (see section 7).

If you would like to contact us at any time with regard to this Policy or its contents please contact: NPVSL 5 Clare Terrace Black Bourton Road Industrial Estate Carterton, OX18 3ES

2. What personal data do we collect?

If you visit the NPVSL website, your Internet Protocol ('IP') address and other information relating to your visit will be tracked by a method called URL Rewriting where the link (URL) to any page on the site has a unique session ID appended to it (see section 7 for more details).

If you wish to interact with NPVSL, we will collect information that involves you providing us with Data about you such as your name, address, email address and job title. Similar and other Data such as your nature of business, company business information necessary to deliver our products and/or services..

We will collect other Data such as when you request information or publications, engage NPVSL to complete training, assessments and/or information advice and guidance, other NPVSL events or surveys.

When you order certain goods and services from the NPVSL you will be asked for further Data such as your credit card details and expiry date and to verify the delivery address where relevant. Bank account information for the purpose of BACS transfers.

3. Disclosure of information

The NPVSL's use of your Data for any of the purposes disclosed in this Policy, or any other purposes disclosed in any separate communication, may involve the NPVSL sharing it with third party suppliers such as contractors, agents or professional advisers appointed by the NPVSL to assist NPVSL in providing NPVSL services, facilities and products.

In no other case, unless obliged to do so by law, will the NPVSL sell, rent, lease or otherwise share your Data with third parties, unless you have provided your specific, positive and unambiguous consent.

4. What we use your data for

Data about you provided to the NPVSL will be used for the purposes described at the time of collection. It may also be used for the other purposes described in this Policy. For instance, Data will be used by NPVSL to record NPVSL website usage patterns and your use of the NPVSL's other services, goods and facilities, thus helping us to administer these effectively and provide the highest possible level of service. It also helps us better understand your needs and interests.

If you are an NPVSL customer your Data may be used to send you, by post or by email, it will also be used for NPVSL administrative purposes such as customers renewal reminders. If you are not an NPVSL customer your Data may be used to send you updates about the latest information and services available from the NPVSL, by post or email.

Data may also be used to send NPVSL customers and non-customers promotional communications as described in the 'Promotional Communications' – section 5 below.

5. Promotional communications

Unless you have previously opted out of receiving such communications (see 'Opting out' - section 6), your Data will be used by the NPVSL for marketing, advertising and promotions ('Promotions'). These Promotions may advertise NPVSL events and other NPVSL services, goods and facilities, some of which are offered to you in partnership with specially selected partners of the NPVSL. Because of this, Data may be shared with them solely for the purpose of informing you of such NPVSL events, services, goods and facilities.

Other Promotional communications may also invite you to participate in surveys or prize events sponsored by third parties. These third parties will have been specially selected by the NPVSL and third party Promotions will not result in your Data coming into the third party's possession unless you give separate consent to this occurring, for example if you participate in a survey or prize draw or subsequently place an order with the third party. In that event please check notices supplied by that third party for information as to how they will make use of your Data.

Promotional communications may be made by post, facsimile, or email. In the case of email communications these will only be sent to you if you have opted into the NPVSL's use of email to communicate with you on these matters. For more details on how you can opt in or out of email communications please visit www.NPVSL.com/email.

6. **Opting out**

You may at any time opt out of any future NPVSL communication, digital or non-digital, Promotional or non-Promotional. If you wish to opt out of receiving postal communications please contact NPVSL (contact details in section 1).

- **Cookies**

A cookie is a small piece of data that is sent from our web server to your browser when you visit NPVSL.com. It is stored on your hard drive. There are several types of cookie that are used to keep track of information needed by a site user as they travel from page to page within a website. We use a method called URL Rewriting where the link (URL) to any page on the site has a unique session ID appended to it. This allows NPVSL.com to track a user's behaviour without the need to write a temporary cookie to their PC's hard drive.

Other types of cookie can be used to track internet activity after the user has left a website. These are normally facilitated by organisations external to the website being visited and are generally known as 'third party' cookies. These usually have a long lifetime with several months being quite common. They are "harvested" and "refreshed" whenever the user visits a page where the same or a similar cookie is being used.

7. **Supplementary information**

We may supplement your personal data with other Data about you we have received from third parties, provided that they have obtained and shared that Data with us in a manner that is compliant with all relevant laws and codes. For instance a third party may be used to verify your payment details. We may also combine Data about your purchasing habits with similar. Data about you to create a personalised user profile. We can then use this to send you communications which are more likely to be of interest to you.

8. **Maintaining the information we hold about you**

The NPVSL aims to keep the Data it holds about you accurate and up to date. If at any time you want to verify, update or amend any Data we hold about you or if you become aware of possible errors or inaccuracies in that Data, contact NPVSL (contact details are in section 1).

If you wish to opt out of further use of your Data for any purpose, please refer to Section 6 on 'Opting Out.'

9. **Links to third party sites**

NPVSL.com may contain links to other sites, provided as a convenience to you. You are under no obligation to use these sites, but if you choose to do so, please be aware that these sites have separate

content, privacy and data collection policies. Please refer to these before interacting with the site. NPVSL cannot accept responsibility for any use of your Data by these sites.

10. **Surveys**

NPVSL may from time to time invite you to participate in surveys. This may occur online or using other communication channels. Anonymity of individual respondents and protection of personal details will be maintained except where you have expressly granted permission to the contrary. Information gathered through surveys will be researched and compiled on an aggregated basis and results may be published on NPVSL.com or elsewhere. Such results will not identify you. The information will be used to help us formulate our policy positions and to monitor or improve NPVSL.com and NPVSL products and services.

11. **Security**

NPVSL places great importance on the security of all Data associated with our customers, customers, registered users of NPVSL.com and other contacts. We have security measures in place to protect against loss, misuse or alteration of Data under our control.

Unfortunately no transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal data, we cannot warrant the absolute security of any Data you transmit to us online or to any other persons providing products or services online through NPVSL.com. You are responsible for maintaining the security of your passwords in your possession and/or any account information in your control.

12. **Transactions**

As part of our commitment to offering you a wide range of products and services, we enable you to make purchases from us or sometimes direct from a third party seller ('Seller'). If you choose to make a transaction direct with a Seller, for instance online through NPVSL.com or an NPVSL email, we will make it clear that you are being transferred to the Seller. Offline, it will be clear from the marketing communication if you are being asked to contact the Seller direct to place an order. This is important because when you choose to order direct from the Seller, you become their customer and use of your data is then the Seller's responsibility and subject to any Privacy Policy which they may have.

If you order products or services from the NPVSL, an outside delivery company where relevant and a credit card processing company may be used to fulfil the order and process payment. In these instances these companies do not retain, share, store or otherwise use personally identifiable information for any other purpose.

13. **Notification of changes**

NPVSL reserves the right to modify, alter or otherwise update this Policy at any time and users are encouraged to review this Policy from time to time.

National Plant Vocational Skills Limited (NPVSL) is registered with the Data Protection Registrar NPVSL: Reg. no. **Z9299633**