

Privacy Policy

This privacy policy explains how we use any personal information we collect about you when you use this website or our Learning Management System (LMS) which is accessed via this website. Your data will be used for the purposes of managing our service to you providing you with access to our LMS to complete your e-learning courses and access your reports and review your bookings as a trainer.

The Training Hub will not share your data with any other third party. We will, from time to time, contact you about our service and any changes or additions to your e-learning courses.

We take your privacy extremely seriously and will never sell lists or email addresses.

By visiting and using The Training Hub <http://thetraininghub.co.uk/> and associated companies, mobile sites, and/or applications (together, the "Site"), registering to use our services offered through the Site, or providing your personal information to us at our corporate events (the "Services"), you understand that you will be subject to the terms set forth in this notice ("Privacy Notice").

This Privacy Notice describes how we collect information about you, what we do with that information, and also what controls you have over that information in relation to your use of our Site and Services. Your information will be held and managed by The Training Hub and associated companies, acting either as a data controller, or if you are a customer or end user of The Training Hub and associated companies and affiliates, as a data processor.

Throughout this Privacy Notice, we use 'plain English' summaries which are intended to give you guidance about what each section is about.

How we collect your information:

This section gives you more information about what information we collect about you and how we collect it, whether we collect it directly from you or other sources.

When using our Site or the Services, we may collect and process the following information about you:

Information provided directly by you

- Information (such as your name, email address, postal address, telephone number and other contact details) that you provide by completing forms on the Site or using the Service, including information about you if you register as a user of the Site or subscribe to a Service, information about you that you upload or submit to the Site or Service, or information you provide to us when requesting information or material from us
- Information and other details of any transactions made by you through the Site including but not limited to financial and billing information, including account numbers and other financial-related information provided by you when making transactions through the Site or when using our Services
- Information contained in communications you send to us, for example, to report a problem or to submit queries, concerns, or comments regarding the Site (or its content) or the Services
- Information from surveys that we may, from time to time, conduct on the Site that you respond to or participate in.
- Information from any employment materials you send us, for example, a CV, resumé or other details of your employment history Information about you collected from other **sources** We may collect information about you when using the Site and/or our Services:

- **Automatically-Collected Information.** We may automatically collect certain information about the computer or devices that are used to access the Site or use the Services, including mobile devices, through commonly-used information-gathering tools, such as cookies and web beacons. Such information includes standard information from your browser or device (such as browser/device type and language), your Internet Protocol address, and the actions you take on The Training Hub and associated company sites, such as the pages viewed, and the links clicked. We use this information to ensure the proper functioning and security of our Site and Services and to optimize our Site or Services. Our use of cookies to process personal information is explained thoroughly in Section 3 of our Privacy Policy, which you should please read.

- **Location Information.** We may collect information about your location when you access the Site or use our Services through a mobile device. If you do not want to provide us with location-tracking information, you can disable the GPS or other location-tracking functions on your device; provided your device allows you to do this.

- **Information Collected From Third Parties and Contractors.** We may obtain information about you from third parties, such as marketers, partners, researchers, and others. If you access the Site or use the Services through a third-party connection or log-in, you authorize The Training Hub and associated companies to collect, store, and use, in accordance with this Privacy Notice, any and all information available to The Training Hub and associated companies through the third-party interface.

- **Aggregate or De-Identified Data.** We may aggregate and/or de-identify information collected by the use of the Site or the Services or via other means such as corporate events so that the information is not intended to identify you. This Privacy Notice does not restrict our use or disclosure of aggregated and/or de-identified information.

How we use your information:

Information is collected for the purposes stated in this Privacy Notice and will not be further processed in a manner that is incompatible with those purposes.

We will collect and use your information as described in this Privacy Notice and as permitted by applicable laws, including in circumstances where it is necessary: (i) to provide or fulfil Services requested by or for you; (ii) for the performance of a contract to which you are a party or in order to take steps at your request prior to entering into such a contract; (iii) for compliance with a legal obligation to which we are a subject; (iv) to pursue our legitimate interests; or (v) where you have given us your express consent.

We collect and use your information for the following purposes:

- To perform the Services requested by you. For example, if you fill out a “Contact Me” web form, we will use the information provided to contact you about your interest in the Services. This data processing is necessary to provide or fulfil a service requested by or for you.

- For marketing purposes. For example, we may use your information to further discuss your interest in the Services and to send you information regarding The Training Hub and associated companies, such as information about promotions, events, products or services. We will only send you marketing communications and updates about our products, services, and events with your prior consent. You can withdraw your consent at any time. Data processing for marketing purposes is a legitimate business interest.

You may manage your receipt of marketing and non-transactional communications by clicking on the “unsubscribe” link located at the bottom of The Training Hub and associated companies and affiliate’s marketing emails. Additionally, you may send a request to

info@thetraininghub.co.uk.

You have the right to contact us at any time to object to the further processing of your information for the purposes of direct marketing to you, including any profiling related to such marketing.

- For financial and payment purposes. For example, for checking financial qualifications and collect payment from you, where applicable. This data processing is necessary to provide or fulfil a service requested by or for you.

- For operating and improving The Training Hub and associated companies and affiliate's Site and your customer experience. For example, we may collect and analyse data on your use of our website and process it for the purpose of improving our online customer experience.

Data collected could include data about your device, such as unique device identifiers, information about your mobile phone or other mobile device(s), browser types, browser language, operating system, and the state or country from which you accessed the Services.

Data collected could also include information related to the ways in which you interact with the Services, such as referring and exit pages and URLs, platform type, the number of clicks and domain names. This data allows us to understand our customers, their interaction with our website and improve our website to better serve our customers. We may use third-party analytics providers and technologies, including cookies and similar tools, to assist in collecting this information. Data processing for analytical and operational improvement purposes is a legitimate business interest.

- For security purposes. For example, we may use your data to protect The Training Hub and associated companies and their third parties against security breaches and to prevent fraud and violation of The Training Hub and associated companies applicable agreements. Data processing for security purposes is a legitimate business interest.

- For hosting purposes. For example, if you are our customer, we may collect and host your data to provide Services to you. If your employer is our customer, we may process your data in accordance with providing Services to them. However, we will not review, share, distribute, or reference any such data except as provided in a services agreement between us and our customer, or as may be required by law. Data processing for the purpose of hosting our Services is a legitimate business interest.

- Protection of The Training Hub and associated companies . For example, we may disclose your information to: (i) comply with legal obligations; (ii) enforce any agreements that you entered into with us; (iii) respond to claims that any content violates the rights of third parties; (iv) respond to your requests for customer service; and/or (v) the extent necessary for the purposes of the legitimate interests pursued by us or by the third party or parties to whom the data are disclosed, except where such interests are overridden by your fundamental rights and freedom. We may also disclose information to law enforcement agencies in emergency circumstances, where the disclosure of such information is consistent with the types of emergency disclosures permitted or required by law. This is data processing for compliance with a legal obligation.

- Business Transfers. For example, we reserve the right to disclose and transfer all of your information, to a successor (or potential successor) company in connection with a merger, acquisition, or sale of all, or components, of our business, or in connection with due diligence associated with any such transaction. Data processing for this purpose is a legitimate business interest and we will fully inform you if this occurs and give you the option to terminate our contract.

Sharing your information:

You have the right to know who we share your information with.

We may share your information with:

- Any of our businesses, or to our agents, partners or contractors who assist us in providing the Services we offer through our Site. The assistance provided by our agents, partners or contractors may be related to our marketing activities such as: updating marketing lists, data analytics, advertising, market research, participation in a contest or sweepstakes, and receiving and sending communications. Transactional assistance may also be provided by our agents, partners, or contractors, including: processing transactions, fulfilling requests for information, billing, sales execution, and fulfilment of orders. Other support services provided may include: data storage, transfer, analysis and processing, legal services, providing IT, and in other tasks as requested, from time to time. Our agents, partners and contractors will only use your information to the extent necessary to perform their functions and are subject to contractual restrictions prohibiting them from using your information for any other purpose. Some support is provided outside of the EU, for example IT support when you have technical problems using the site. The company will be passed minimal information and is subject to a binding contract that ensures they :

- a) only use the information for the designated purpose
- b) they implement the appropriate safeguards
- c) they do not pass on your personal information to other parties.

To receive a list of the agents, partners or contractors assisting us in the processing of your information please send your request to info@thetraininghub.co.uk. This list may change and will be updated from time to time.

- From time to time, The Training Hub and associated companies may partner with other companies to jointly offer products or services. If you purchase or specifically express interest in a jointly-offered product or service, The Training Hub and associated companies may share information about you collected in connection with your purchase or expression of interest with our joint promotion partner(s). If you do not want

your information to be shared in this manner, you may email info@thetraininghub.co.uk

However, we do not control our business partners' use of the information that we share with them about you that we collect, and their use of the information will be in accordance with their own privacy policies.

Public Forums, Refer a Friend, and Customer Testimonials

We may provide bulletin boards, blogs, or chat rooms through the Services. Any information you submit in such a forum may be read, collected, or used by others who visit these forums. We are not responsible for the information you choose to submit in these forums. We are not responsible for the privacy policies or the content of such sites.

You may elect to use our referral program to inform friends about the Services. When using the referral program, The Training Hub and associated companies request the friend's name and email address. The Training Hub and associated companies will automatically send the friend a one-time email inviting him or her to visit The Training Hub and associated company websites. The Training Hub and associated companies do not store this information. The Training Hub and associated companies post a list of customers and testimonials on The Training Hub and associated company websites that contain information such as the names and titles.

The Training Hub and associated companies obtain the consent of the individuals concerned prior to posting such information or testimonials.

Security:

The security of your information is important to us. This section describes the basics of the types of measures we put in place to protect your information.

We have appropriate physical, electronic, and managerial procedures to safeguard and help prevent unauthorized access and maintain data security of, and to use correctly, the information we collect online. These safeguards vary based on the sensitivity of the information that we collect and store.

We have implemented procedures designed to limit the dissemination of your information to only such designated staff as are reasonably necessary to carry out the stated purposes we have communicated to you.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your data transmitted to our website and 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 unauthorized access.

Retention:

This section explains how long we will retain your personal information for following termination of our commercial relationship and the reasons for retention.

We will only keep your information as long as it remains necessary for the identified purpose(s) for which it was originally collected and for up to eight (8) years afterwards or otherwise permitted by local laws, or as required for our business operations or by applicable laws.

We may need to retain certain personal information even once a customer account has been closed or deleted to enforce our terms, for fraud prevention, to identify, issue or resolve legal claims and/or for proper record keeping purposes. We may also retain a record of any stated objection by you to receiving our updates for the purpose of ensuring we can continue to respect your wishes and not contact you further. For example, if you request to stop receiving emails from us, we will retain your email address for use on an email "suppression list" to ensure you do not receive further emails, as requested.

All retained information will remain subject to the terms of this Privacy Notice. If you request that your name be removed from our databases, it may not be possible to completely delete all your information due to legal constraints.

Your Rights:

This section provides details about your rights in relation to your personal information.

You may ask us to:

- Access all the personal information about you held by us. On request, we will provide you with a copy of this information.

You can exercise your right of access to your personal information:

- o By emailing us at info@thetraininghub.co.uk
- o By writing to us at the address below.

Please note that we may be required to ask you for further information in order to confirm your identity before we provide the information requested.

- Correct or erase your personal information where appropriate. Please note, you may review and update certain user profile information by logging in, as applicable, to the relevant portions of the Services where such information may be updated
- Restrict the processing of your personal information whilst we investigate your concern information in a commonly used electronic format or ask we move the data in that format to another provider where your request relates to the data that you gave us direct and where technically possible (data portability)
- Withdraw your consent at any time when the processing relies upon consent
- You have the right to object to us processing your information if you do not think we have a lawful basis
- You have rights Automated Decision making and profiling. We perform no automated decision making but we do some limited profiling to offer you additional services based on your purchasing habit within the training hub.

If you remain unhappy with a response you receive you can also refer the matter to your data protection supervisory authority (see <https://ico.org.uk/concerns/>)

Linked sites and advertisements

The Site or Services may contain links to third-party websites. We are not responsible for the privacy practices or the content of those third-party websites. Any information you provide via those services is subject to the applicable third-party privacy policies and is not covered by this Data Use Notice.

Children

Our Sites and Services do not target and are not intended to attract children under the age of 13.

The Training Hub and associated companies do not knowingly solicit personal information from children under the age of 13. Should we learn or be notified that we have collected information from users under the age of 13, we will immediately delete such personal information. If you are under 13 in your country of residence, please ask your parent or guardian to provide their information for you.

How you can access and update your information

You may review and update certain user profile information by logging in, as applicable, to the relevant portions of the Site or Services where such information may be updated, or by contacting info@thetraininghub.co.uk.

Changes to this Privacy Notice

The Training Hub and associated companies reserve the right to change this Data Use Notice from time to time. Please check this page periodically for changes. If we make any material changes to this Privacy Notice, we will notify you before they take effect either through the Site or by sending you a notification. Any such material changes will only apply to personal information collected after the revised Privacy Notice took effect.

Contact Us:

Have additional privacy questions or need further info? This section is about how to contact us.

If you have any questions, comments, or concerns regarding this Privacy Notice or The Training Hub's privacy practices, they may be submitted via email

to info@thetraininghub.co.uk, or in writing by addressing your inquiries to:

The Training Hub

35 Whitworth Street West

Manchester

M1 5NG