

# The Hospitality Academy GDPR and Company Privacy Policy

The Hospitality Academy is a UK registered Ltd Company 09407100. This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website and purchase our products.

Topics:

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- How do we collect your data?
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## What data do we collect?

Our Company collects the following data:

- Personal identification information Name, home address, email address, phone number date of birth (DOB removed on exam and or application completion)
- Data is also inputted by clients themselves into our portal with DBS England, but we have no access to Personal Information submitted to DBS England or Disclosure Scotland.

## How do we collect your data?

You directly provide Our Company with most of the data we collect. We collect data and process data when:

- Register online or place an order for any of our products or services.
- Voluntarily complete a data form by a customer request form for course or information material
- Use and completion of private database forms from corporate clients.
- Phone call to clients who purchase products over the phone

Our Company may also receive your data indirectly from the following sources:

- Data forms posted on Google ads, Bing ads or other advertising web sources.

## How will we use your data?

Our Company collects your data so that we can:

- Process your order, manage your account for examination and course access.
- Email you with special offers on other products and services we think you might like (opt in only)

## What data do we collect for other companies?

Our Company collects the following data:

- Personal identification information Name, email address, date of birth for exam registration with Laser Qualifications

## How do we store your data?

Our Company securely stores your data inside Airtable database based in the United States (Airtable [private policy](#) and [GDPR Policy Security practices](#)) To protect your content in transit, Airtable uses 256-bit SSL/TLS encryption. At rest, Airtable content is protected using 256-bit AES encryption.

Our Company will keep your name, home address, email address and phone number for 3 years. Once this time period has expired, we will delete your data by manual deletion of your record from our database.

Each Individual company to whom we supply training for has database view access to their clients by password only and by request only. Data access shows the candidates name, venue workplace, date of exam completion, exam score and date of certification posting only.

Access to data at the Hospitality Academy is restricted to individuals who require access for exam completion and processing and by password access only.

## Marketing

Our Company doesn't share information with any other company for the purpose of marketing although If you have agreed to receive marketing, you may get product information from the Hospitality Academy.

You have the right at any time to stop The Hospitality Academy from contacting you for marketing purpose.

If you no longer wish to be contacted for marketing purposes, you may use the unsubscribe option on any company email to do so.

## What are your data protection rights?

Our Company would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

**The right to access** - You have the right to request Our Company for copies of your personal data.

**The right to rectification** - You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.

**The right to erasure** - You have the right to request that Our Company erase your personal data, under certain conditions.

**The right to restrict processing** - You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

**The right to object to processing** - You have the right to object to Our Company's processing of your personal data, under certain conditions.

**The right to data portability** - You have the right to request that Our Company transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

Call us on: 02035442211

Or write to us: The Hospitality Academy, 3 New Mill Court, Swansea Enterprise Park, Swansea, Wales, SA7 9FG

## What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

## How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website
- Tracking website visits, email and attachment openings

## What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** - Our Company uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** - Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address.

## How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

## Privacy policies of other websites

The Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

## Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 4th November 2019.

## How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [mark@nha.training](mailto:mark@nha.training)

Call us: 02035442211

Or write to us at: 3 New Mill Court, Swansea Enterprise Park, Swansea, Wales, SA7 9FG

## How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Email us at: [mark@nha.training](mailto:mark@nha.training)

Call us: 03031231113

Or write to us at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF