

Reshapers CIC is committed to respecting your privacy and our Privacy Policy (together with our Terms of Use) sets out the basis on which any personal data we collect from you, or that you provide to us, will be held and used by us.

Key Principles

We will only collect information from you that we need in order to communicate with you, provide you with our services and products, enrol you on courses accredited by an external awarding body and comply with British and international legislation.

We will ask your permission to keep personal information, tell you what information we will collect and how we will store and use it. You may ask to see what information we have about you at any time. You may withdraw permission for us to have your information at any time. Sometimes this may mean you cannot use all of our services (e.g. accredited courses) but we will always tell you when this is the case.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is the Board of Directors of Reshapers CIC.

Information we may collect about you

We may collect personal information that you provide when:

- you register on our website or other social media sites
- contact us using web-forms, by post or telephone
- subscribe to our newsletter
- post material or comments on our site
- book courses or services or purchase products from us
- take part in e-learning courses

When you take part in blended and e-learning courses, we will collect enrollment information required by us and by any awarding body and inspection body to run the course. We will collect learning and assessment materials and other information that you supply as part of your participation in the course.

We may also collect details of your visits to our website when this is required for billing purposes and (anonymously) to monitor our communication activities.

We may do this 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:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

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.

Please note that our advertisers and suppliers may also use cookies, over which we have no control.

Where we keep your data

Your data is stored in a secure environment, whether electronically or paper-based. We follow good practice in its storage, access, back-up and retrieval. It may be used by our staff to communicate with you, complete your request for services, products or information or when required by our suppliers (e.g. awarding bodies and e-commerce suppliers) or bodies we are required to disclose to by law by (e.g. police or social services.)

By submitting your personal data, you agree to us using and storing it in this way. We will take all possible, reasonable steps to protect your privacy and prevent unauthorised access. Unfortunately the nature of the internet means we cannot guarantee the security of data transmitted to our site and any transmission is at your own risk.

How we use your information

We will use your information in the following ways:

- to provide information about us and our services and products
- to supply you with products and services that best meet your needs
- to enable you to participate in the Reshapers community and our website and social media features
- to fulfill any contracts we have entered into with you
- to keep you informed of our activities and new, where you have requested this
- to meet the requirements of suppliers, partners and regulatory bodies e.g. e-commerce, awarding bodies, CIC Registrar, HMI
- to monitor our work according to our quality cycle, principles and values

We will not pass on your information without your permission, except where required to by law or to by our suppliers, partners and regulatory bodies, in order to provide a service or product you have requested, e.g. e-commerce, awarding bodies, CIC Registrar, HMI.

Access to information

The Data Protection Act gives you a right to access all information we hold about you. You can request this at any time in accordance with the Act. We may need to charge you up to £10 to meet our costs in providing this information.

If you have any queries, please contact admin@reshapers.org.