

## **What this policy covers**

We are committed to protecting and respecting your privacy.

## **What personal information do we have?**

If you place an order, you may have given us your name, email address, home and delivery address and phone numbers. This information is the only way we can process your order and be able to notify you of your order's status.

## **How is this information used?**

We will not bombard you with endless emails that you do not want. We will offer you what we believe and hope to be beneficial and a useful service. If however you do not want to be contacted let us know and we will remove you from our mailings. We do not exchange, sell or otherwise give away your email address to other companies without your expressed permission.

## **Who else sees your information?**

We may have to disclose your contact/delivery information to product/service suppliers to complete your order. These 3rd parties are not allowed to use this information for any purpose other than to complete your order. They may not disclose this information to others, nor may they use it for any marketing purposes. When you give us your personal information you consent to this disclosure and allow us to make our service available to you.

## **Your Consent**

By using our web site, you consent to us using the personal information you have given us and our trusted partners, as outlined in this Privacy Policy.

## **Contacting us**

If you have any questions about this privacy statement, our site practices or any other legal matters please contact us.

## **Cookie Policy**

## **Disclaimer and privacy policy**

This World Wide Web site (the site) is operated by Professional Training Solutions. These conditions of use are governed by the laws of England and Wales and you agree that the English courts shall have exclusive jurisdiction in any dispute.

## **Intellectual property**

All materials within the site are the intellectual property of Professional Training Solutions. Such materials may not be copied save to the extent necessary to view them online.

## **Accuracy of information**

Whilst Professional Training Solutions uses reasonable endeavours to ensure that the contents of this site are accurate and up to date, it does not accept any liability for any information which may not be accurate. Professional Training Solutions is reliant upon third parties for much of the information provided (see below) and reserves the right to change

Version 1.0	Page 1 of 4	Revision date: March 2020
Policies and Procedures – (Policy Name) Policy		Owner: HR

data, references, and product specifications at any time. The contents of this site are for general information and public relations purposes only and do not purport to provide advice, make any offer or otherwise create or lead to the creation of any legally enforceable relationship between Professional Training Solutions and you. No reliance should be placed on any statements made on the site, whether for investment purposes or otherwise. Professional Training Solutions excludes to the fullest extent permitted by law all liability resulting from your access to the site including (without limitation) any loss (financial or otherwise) or damage resulting directly or indirectly from any such reliance. Professional Training Solutions accepts no liability or responsibility whatsoever for any other websites which may be accessed through the Professional Training Solutions site.

## Data protection

Professional Training Solutions will not collect any personally identifiable information about you (i.e. your name, address, telephone number or email address) unless you provide it to us voluntarily. Given that the Internet is a global environment, using the Internet to collect and process personal data necessarily involves the transmission of data on an international basis. Therefore, by browsing this website and communicating electronically with us, you acknowledge and agree to our processing of personal data in this way. In some cases, we may collect information about you that is not personally identifiable. This type of information includes the type of Internet browser you are using, the type of computer operating system you are using and the domain name of the website from which you linked to our site or advertisement.

## Use of cookies by this website

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. There is also a cookie used to determine if a user is a person or a bot.

Name: ga\_

Typical content: Set by Google Analytics. Registers a unique ID that is used to generate statistical data on how the visitor uses the website.

Time: 2 years

Name: gat\_

Typical content: Set by Google Analytics. Used by Google Analytics to throttle request rate

Time: Session

Name: gid\_

Typical content: Set by Google Analytics. Registers a unique ID that is used to generate statistical data on how the visitor uses the website.

Time: Session

Version 1.0	Page 2 of 4	Revision date: March 2020
Policies and Procedures – (Policy Name) Policy		Owner: HR

Name: collect

Typical content: Set by Google Analytics. Used to send data to Google Analytics about the visitor's device and behaviour. Tracks the visitor across devices and marketing channels.

Time: Session

Name: wc\_cart\_hash\_#

Typical content: Set by Google Analytics. Used to send data to Google Analytics about the visitor's device and behaviour. Tracks the visitor across devices and marketing channels.

Time: Session

Name: wc\_fragments\_#

Typical content: Identifies and authenticates the user when they log into our website, so they do not need to repeatedly enter their login information

Time: Session

Name: \_\_cfduid

Typical content: Strictly necessary for the ability of Cloudflare's security features and cannot be turned off.

Time: Session

Name: vuid

Typical content: Collects data on the user's visits to the web site, such as which pages have been read.

Time: Time: 2 years

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

## **Google Analytics**

This website uses Google Analytics, a web analytics service provided by Google, Inc. (Google). Google Analytics uses cookies, which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser. However, please note that if you do this

Version 1.0	Page 3 of 4	Revision date: March 2020
Policies and Procedures – (Policy Name) Policy		Owner: HR

you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

### **Who to contact?**

If you have submitted personal data through the site and would like that information deleted from our records, please contact [enquiries@protrain-solutions.co.uk](mailto:enquiries@protrain-solutions.co.uk)

Version 1.0	Page 4 of 4	Revision date: March 2020
Policies and Procedures – (Policy Name) Policy		Owner: HR