

SYNERGY TRAINING CENTRE

PRIVACY POLICY

This is the privacy notice of Synergy Training Centre. In this document, “we”, “our”, or “us” refers to Synergy Training Centre.

Synergy Training Centre is committed to protecting your personal data. This policy explains how and why we use your personal data to make sure you remain informed and in control of your information.

Synergy Training Centre will ask its learners or potential learners to “opt-in” to receive information about our products and courses. This means you’ll have the choice as to whether you want to receive these messages.

You can choose not to receive information or to change how we contact you at any time. If you would like to, please let us know by:

Emailing: info@synergytrainingcentre.co.uk

Contact Synergy Training Centre

After reviewing this policy, if you have additional questions, want more information about our privacy practices, or would like to make a complaint, please contact us by e-mail at info@synergytrainingcentre.co.uk

Our Head office is at:

Synergy Training Centre

Union House

111 New Union Street

Coventry

CV1 2NT

Collecting Personal Information

When you visit the Site, we collect certain information about your device, your interaction with the Site, and the information necessary to process requirements. We may also collect additional information if you contact us for customer support. In this Privacy Policy, we refer to any information about an identifiable individual (including the information below) as “Personal Information”. See the list below for more information about what Personal Information we collect and why.

We will **never** sell your personal data. However, we may share your data with specific organisations who work with us, in order to provide the service to you.

Personal Information we collect

We collect data you give to us. For example:

- Personal details (name, date of birth, email, address, telephone, education details etc.) when you sign up to a training agreement
- Data known as sensitive personal data (ethnicity, additional learning needs)
- Financial information (payment information such as credit/debit card or direct debit details)

Information created by your involvement with Synergy Training Centre

Your activities and involvement with Synergy Training Centre create additional personal data, for example, information about your education progress and qualifications.

We may analyse your personal data to build a profile which helps us decide which of our communications you might be interested in.

Information from other organisations

We sometimes receive personal data from other organisations, for example, where they have passed us information about people who are interested in our apprenticeships and training courses.

Sensitive personal data

We may collect or store data known as sensitive personal data (such as information relating to additional learning needs or ethnicity). We will do this where we have been asked to do so by official Government agencies or where the information is needed for the assessment of additional educational support needs.

If we do this, we'll take extra care to ensure your personal data is protected

Accidents or incidents

If an accident or incident occurs in one of our training centres or involves one of our employees, then we'll keep a record of this (which may include personal data and sensitive personal data).

How do we use personal information?

We only ever use your personal data with your consent, or where it is necessary:

- To enter into, or perform, a contract with you
- To comply with a legal duty
- To protect your vital interests; this means, for example, keeping you safe from harm
- For our own, (or a third party's) lawful interests, provided your rights are not affected

We will only use your information for the purpose or purposes it was collected for.

Administration

We use personal data for administrative purposes. This includes:

- Receiving payment (e.g., direct debits or payment card details)
- Maintaining databases of our learners and their educational progress
- Performing our obligations under apprenticeship or training contracts

- Helping us respect your choices and preferences (e.g., if you ask not to receive marketing material, we'll keep a record of this).

Research and Analysis

We may carry out research and analysis on the data we hold to understand behaviour and responses and identify patterns and trends.

We evaluate, categorise and profile personal data to tailor services and communications we send out (including targeted advertising) and to prevent unwanted material from being sent to you.

Anonymised data

We may combine sets of personal data and change the personal data so that it can no longer be linked to any particular person. This information may then be used to monitor Lifetime Training's business performance or to identify trends or patterns within our existing learner database.

What rights do you have over your data.

If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

Additionally, if you are a European resident we note that we are processing your information in order to fulfil contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. When you place an order through the Site, we will maintain your Order Information for our records unless and until you ask us to delete this information.

Cookies

A cookie is a small amount of information that's downloaded to your computer or device when you visit our Site. We use a number of different cookies, including functional, performance, advertising, and social media or content cookies. Cookies make your browsing experience better by allowing the website to remember your actions and preferences (such as login and region selection). This means you don't have to re-enter this information each time you return to the site or browse from one page to another. Cookies also provide information on how people use the website, for instance, whether it's their first time visiting or if they are a frequent visitor.

Cookies Necessary for the Functioning of the Store

Changes to this policy

Any changes we may make to our privacy policy in the future will be notified by publishing an updated version on our website Synergy Training Centre Privacy Policy