



**BBE**  
TRAINING



A CITRUS GROUP  
COMPANY

# Privacy Policy

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# Privacy Policy

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We respect your right to privacy. This Privacy Policy sets out details of the information that we may collect from you and how we may use that information. This Privacy Policy should be read alongside, and in addition to, the Terms and the Cookies Policy. Please read this Privacy Policy carefully.

## About Us

In this Privacy Policy, references to “we” or “us” are to BBE Training Limited, a company incorporated in England and Wales (registered number 08131210) whose registered office is at Citrus Group House, Diamond Way, Nene Park, Irthlingborough, Northamptonshire, NN9 5QF who will be the controller of any personal data processed as described in this Privacy Policy.

## Services

Our services may include (without limitation) audio visual content, text, photographs, advertising and other product sales which we may offer on our website or media platforms which, for example, may enable you to view our content over a mobile or wi-fi network (the “Services”). This policy covers all of these Services (but not limited to) and any reference to “you” or “your”, means you as a user of our Services. This policy applies to the collection and use of your information by us and parties that we authorise (such as our suppliers and sub-contractors).



## How We Collect Your Information

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## What Information We Collect

To register on the website &/or to book a course, we ask for your name, company name, address, telephone number and email address. We may also ask you about you or your delegates’ gender, date of birth, National Insurance number and qualifications to understand more about you/them (depending on the course you wish to undertake). We will also store the results of your assessments relating to courses and content. If you contact us, we may also keep a record of that correspondence. When you make a purchase, our payment service provider, will also collect and process your credit card or other payment details. This data is held and processed in accordance with the PCI-DSS regulations.

We may also collect data relating to your visits to the website that cannot identify you but records your use of our website and content including, but not limited to details of how long you have used the website, on which browser/ device type and content.

We may also collect your computer’s IP address to help us tailor the service to your location.



BBE Training, Citrus Group House, Diamond Way, Nene Park, Irthlingborough, Northamptonshire, NN9 5QF



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## How We Use Your Information

We use your information for many purposes, including:

- To fulfil any contractual agreements between you and us;
- To send you course-specific email notifications and updates about courses you are enrolled on;
- In order to provide third party goods or services available through our website, including (but not limited to) confirmation of the courses you have participated in and/or the award you have achieved as a result (if applicable) for accreditation purposes
- Analyse your website behaviour;
- To comply with legal and regulatory requirements;
- To allow you to use the full range of features on or via our website;
- Target our online advertising to your interests and preferences;
- Measure and understand the effectiveness of our online content and marketing;
- To contact you occasionally in order to invite you to share your opinions and experiences of BBE Training Limited;
- In order to contact you when your certificate/qualification is due for renewal;
- If you have paid to take part in a course, to send you details of our other products and services which we think may interest you, unless you opt out; and
- To provide, maintain, protect and improve the quality of the website and content we offer, including by conducting anonymised market research.

## Marketing Messages

We will only send you marketing messages where you indicate that you consent (e.g. by "opting-in") to receiving such messages. Where we have your consent or are otherwise permitted to do so, we may:

- Send you information by email, telephone (including SMS), mail or other methods of communication about existing, new services and special offers from us;
- Send you information by email, telephone (including SMS), mail or other methods of communication about related products or services of selected third parties from other businesses within the Citrus Group that may be of interest to you; and

To stop receiving marketing communications from us, you can use the 'unsubscribe', 'stop' or similar facility contained in any such communication or you can email us at the email address set out in "Contact Details" below stating that you do not wish to receive further communications from us.

We will not pass or sell your personal information on to third parties outside of Citrus Group.

## Storage of Information

The information we collect from you is stored on our secure servers, on our computer systems and in hardcopy manual files.

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you.



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## Legal Basis For Processing Your Information

Our legal basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it.

However, we will normally collect personal information from you only (i) where we have your consent to do so, (ii) where we need the personal information to fulfil a contract with you, or (iii) where the processing is in our legitimate interests and not overridden by your rights. In some cases, we will also have a legal obligation to collect personal information from you.

If we ask you to provide personal information to comply with a legal requirement or to fulfil a contract with you, we will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (as well as the possible consequences if you do not provide your information).

Similarly, if we collect and use your personal information in reliance on our legitimate interests we will make clear to you at the relevant time what those legitimate interests are.

## Is Personal Information Shared?

We may disclose your personal information to third parties when permitted by law including:

(a) with your consent;

(b) to our suppliers for them to help us provide our services to you, this includes:

- Partner institutions that provide course content;
- The CMI for administration of your qualification where applicable;
- Our payment services provider when you make a purchase to process your payment; and
- providers of assessments and marking services when you sign-up for an assessment or submit a piece of work for marking.

These suppliers' use of your personal data may be subject to their own privacy policies, which are available on their websites, and which we suggest you familiarise yourself with in the relevant circumstances set out above.

(c) if we sell or buy any business or assets, in which case we may disclose your information to the prospective seller or buyer of such business or assets, provided that they continue to use your information substantially in accordance with the terms of this Privacy Policy;

(d) if all, or substantially all of our assets, are acquired by a third party provided that they continue to use your information substantially in accordance with the terms of this Privacy Policy, in which case information held by us will be one of the transferred assets; and

(e) if we are under a duty to disclose or share your information in order to comply with any legal obligation, or in order to enforce or apply our Terms and other agreements; or to protect our rights, property, or safety, our users, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## Data Retention

We will not store your personal information for longer than is necessary for the purposes of processing. This means after we process your personal information, we will securely destroy your personal information from our records.

In line with GDPR guidance, we will only further retain your personal information for a regulatory, legal or a specific business purpose.

Our data retention periods will differ from service to service, dependent on the type of data and the purposes of processing. If you require specific retention schedules for your personal information, please contact us using the contact details further on in this Notice.



# Privacy Policy

## Your Rights

You have the following data protection rights:

- You have the right to access your personal data, you can request a copy of the data we are processing/storing on you at any time and we will send you a copy free of charge.
- You can edit your personal details whenever you wish, you just need to contact us via email or phone, both are listed in the Contact Details below. We maintain a procedure in order to help you confirm that your personal information remains correct and up-to-date or choose whether or not you wish to receive material from us or some of our partners.
- In addition, you can object to processing of your personal information, ask us to restrict processing of your personal information or request portability of your personal information. Again, you can exercise these rights by contacting us using the contact details provided under the "Contacting BBE Training Ltd" heading below.

You may unsubscribe from certain email communications by following the Unsubscribe link in the email communication itself. You may also update your personal information by logging into the website and visiting the account page. You may also email us at [GDPR.compliance@bbetraining.co.uk](mailto:GDPR.compliance@bbetraining.co.uk) in order to request to, correct, delete or update your personal information on our systems. We will answer every email as promptly as possible. Similarly, if we have collected and processed your personal information on the basis of your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent. If you have any privacy-related questions or unresolved problems, you may contact us using the information provided below.

You have the right to complain to a data protection authority about our collection and use of your personal information. For more information, please contact your local data protection authority. The website may, from time to time, contain links to and from the websites of third parties. If you follow a link to any of these websites, please note that these websites have their own privacy policies. Please check these policies before you submit any personal information to these websites.

## Cookies

The website uses cookies. Cookies are small files stored on your computer's hard drive which are used to collect your personal information. You may choose to refuse cookies but, if you do so, some of the functionality of the website may no longer be available to you.

An easy to understand breakdown of the cookies our websites use is below:

Original Course Duration	Cost Required to Extend
lc_window_state / __lc_vv / __livechat / __livechat_lastvisit / lc_window_state / main_window_timestamp / main_window_timestamp_0 / message_text / notification[status_ping] / recent_window / 3rdparty /	This cookie name is associated with software provided by LiveChat Inc, which enables website owners to talk to visitors to their site. This cookie checks stores the open/closed state of the livechat window.
__lc.visitor_id.8689076	This cookie is associated with software provided by LiveChat Inc, which allows website owners to talk to visitors on their site. The root of the cookie name is __lc.visitor_id. followed by a unique seven digit number which is a visitor identifier. The cookie will allow the application to recognise a returning visitor to the website.
_ga / __gid	This cookie name is associated with Google Universal Analytics. It is used to distinguish unique users by assigning a randomly generated number as a client identifier. It is included in each page request in a site and used to calculate visitor, session and campaign data for the sites analytics reports. By default it is set to expire after 2 years, although this is customisable by website owners.
_gat	This cookie name is associated with Google Universal Analytics, according to documentation it is used to throttle the request rate - limiting the collection of data on high traffic sites. It expires after 10 minutes.

For more information about cookies, including further details as to what they are and how to refuse them, please see our Cookies Policy.



# Privacy Policy

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## Updating this Privacy Policy

We may update or amend this Privacy Policy from time to time, to comply with legislation and regulations or to meet our changing business requirements. When we update our Privacy Policy, we will take appropriate measures to inform you, consistent with the significance of the changes we make. Any updates or amendments will be posted on the website. By continuing to use our services you will be subject to these updates and amendments.

## Contact Details

BBE Training Ltd  
FAO: Data Controller  
Citrus Group House, Diamond Way  
Nene Park, Irthlingborough,  
Northamptonshire, NN9 5QF  
Email: [GDPR.compliance@bbetraining.co.uk](mailto:GDPR.compliance@bbetraining.co.uk)  
Phone: 03332 07 66 33

Last review: June 2023  
Next review: June 2024



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