

Privacy Policy

Introduction

In order to provide our services to you, we believe it is within our legitimate interests for us (Provision Solutions Ltd) to process your personal data. This privacy policy outlines what this means in practice and explains how we collect, store, manage and protect your information.

Who we are and what we do

When you sign up for our products you automatically become a customer of Provision Solutions Ltd. We are there to support you throughout your course experience and if appropriate, when you have ceased your contact with our service. We do this by providing a range of training, education and consultant services. As a customer, you will have the opportunity to view any new courses we create, participate in surveys and learn of vacancies within the field of visual impairment.

In order to provide these services we have a database that contains personal data collected by us during the course of our relationship with our customers. The information we hold will have been obtained directly from you; and if you interact with rehabworker.co.uk we may receive data in order to keep your details up to date.

Developing a better understanding of our customers through the courses they attend and enquiries they make allows us to make better decisions and to create innovative programmes that relate to their development.

The data we hold

If you are a potential customer, this includes:

- Your email address

If you are a customer

- Your name, gender and city where you reside
- Your email address
- Your course details, programme of study, dates of study and outcome
- Your learner number

Some of the personal data we hold about you will have been provided by you during interactions with us, for example through website activity, face-to-face meetings, course registration or telephone calls. This information may include:

- Your telephone number
- Records of written communications (emails)
- Your place of work (employer)
- Your current job title and employer
- Your employment history (personal CV)

What we use your information for

Unless you have requested otherwise, the information you provide is used by us to communicate with you for advertising purposes. This may include:

- Providing you with the services and information you asked for
- Promoting services available to you or your employer
- Promoting employment opportunities and recruitment

Will your data be sent or stored abroad?

The information we hold is stored within the UK. The only exception to this is the data we use to send our email campaigns, this is your first name, surname and email address. This data is stored securely on a server in the USA.

Data Analysis

To ensure that our communications are relevant to you and your interests, we may use tools that help us to track whether the emails we send are opened and which links are clicked within a message. We may also track your website visits and use analytical tools, such as Google Analytics, to improve our website, this data will be anonymised where possible.

Sharing of Personal Data

Provision Solutions Ltd. and rehabworker.co.uk will never share your personal data. The only exception to this is where we are required to do so, for example if we are asked to do so by the police and other enforcement agencies in emergencies and where crime detection or prevention can be aided by its release. In these circumstances the processing of data is necessary for compliance, by Provision Solutions Ltd. with a legal obligation.

How long is personal data held?

Provision Solutions considers its relationships with its customers (and other stakeholders) to be lifelong, giving you access to the services we offer. This means that we will maintain a record for you until such time as you notify us that you no longer wish us to keep in touch. In this instance we will delete the majority of the personal data that we hold for you, including your contact details, but in the case of courses accredited with BTEC and OCN London certification will maintain the data necessary for those organisations.

Your rights to make changes or requests to stop using your data

You are in control of your data and have the right to opt-out of all or specific communication types at any point. To change your preferences or to request a copy of the data held about you, please contact us via general@provisionsolutions.co.uk

If you have concerns about how your data is being held, please contact us by email at general@provisionsolutions.co.uk or using the contact page on our website provisionsolutions.co.uk

If you feel that the issue remains unresolved or you are still concerned, you can raise any concerns directly with the Information Commissioner's Office (ICO) at ico.org.uk/concerns

Changes to the Privacy Policy

In the interests of being transparent we may amend this Privacy Policy from time to time. Any significant changes to either this policy, or the way in which we handle your data will be communicated via our website.

Further Information

If you have any questions which you feel have not been answered by this Privacy Policy, please do not hesitate to contact us.