



General Data Protection & Privacy Policy (Commercial)

This General Privacy Policy sets out how SETA uses and protects any information that you give us when you use this website/services and how your personal data is handled. SETA is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website/services, then you can be assured that it will only be used in accordance with this Privacy Statement.

SETA may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What information do we collect?

In order to provide you with our services, we may collect personal information about you from our website, telephone conversations, emails, and written and verbal communications. We may, for example, keep a record of your name, address, delivery address, email address, telephone number, credit card details, and demographic information such as postcode, preferences and interests. We may also record details of any disability or health needs you may have at the time of booking a training course to help ensure your safety, as well as other information relevant to eligibility for qualifications.

How do we use your information?

Any personal data relating to you will be used and recorded by us in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, and this General Data Protection & Privacy Policy.

We will primarily use your personal information to provide our services to you. We will also use the personal information that we hold to communicate with you, for example: in the event that the services you have requested are unavailable; for internal record-keeping purposes; to recover debt and to help us to prevent fraud; to improve the quality of our service; for market research; or to track activity on our website.

By supplying your information to us you confirm that you do not consider use of your information in accordance with this policy to be a breach of any of your rights under the UK GDPR and Data Protection Act 2018.

International transfers of data

In order to provide some learners (SETA delivers training courses worldwide) with the services they require, we may need to transfer learner personal information to countries outside the United Kingdom.

All UK learners' personal data are stored on servers located in the UK. Where data is transferred internationally, we will ensure that appropriate safeguards are in place in line with the UK GDPR.

Marketing preferences

You have the right to prevent marketing information being sent to you. If you prefer not to receive information from us, you can unsubscribe or write to us by mail or email (see the section "Contact Us"). Please note, however, that if you withhold or withdraw your consent, we may be unable to keep you informed of new services, events or special offers that may interest you.

Cookies

In common with many other website operators, we may use standard technology called "cookies" on this site. Cookies are small pieces of information that are stored by your browser on your computer's hard drive. Our cookies enable us to understand who has seen which pages and advertisements, to determine how frequently particular pages are visited, and to determine the most popular areas of our website. Our cookies also enable us to enhance your visitor experience by storing information about the products and services that you select between visits so that we can provide you with more relevant information each time you visit our website.

Most browsers automatically accept cookies, but you can usually change your browser to prevent cookies being stored. However, if you turn cookies off this may limit the service that we are able to provide to you.

Legal notice: The use of cookies is also governed by the Privacy and Electronic Communications Regulations (PECR).

Cookies for improving service

We use Google Analytics to collect information about how users use our website(s). We do this to make sure our website meets users' needs and to understand how we can improve it.

Google Analytics sets cookies to store information about what pages you visit, how long you are on the website(s), how you got to the website(s) and what you click on. It does not collect or store personal information (e.g., your name or address) and cannot be used to identify you. We do not allow Google to use or share our analytics data.

Cookies for social networks

Some pages on our website(s) contain social network "share" or "like" buttons. The social network may set a cookie on your PC when you click on one of these buttons. In order to implement these buttons on our website(s) we use code hosted by the relevant social network. If you are a member of some of these networks they may use this code to track that you have visited our website(s), whether you click the buttons or not.

Security of information

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 online.

We take the security of your personal information seriously. When you submit your credit card details, we use industry standard secure sockets layer (SSL) encryption technology to protect your information. In addition, we have security procedures in place to protect our customer database from loss and misuse, and only allow access to it when absolutely necessary, and then under strict guidelines as to what use may be made of the personal information contained within it.

However, we cannot guarantee that any data transmission over the internet is completely secure.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites, and such sites are not governed by this Privacy Statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Changes to this privacy policy

We reserve the right to change our security and privacy policies at any time. Accordingly, we recommend that you check this page periodically in order to review our current policies.

Updating and correcting information

You may correct your personal information by contacting us (see below). Please include your name, address, and/or email address when you contact us. We encourage you to promptly update your personal information if it changes.

Your rights

Under the UK GDPR and Data Protection Act 2018, you have the right to request access to the personal data we hold about you ("Subject Access Request"). We will respond within one month without charge.

You also have the right to request rectification or erasure of your data, to restrict or object to processing, and to request data portability. To exercise these rights, please contact us using the details below.

Controlling your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the address below. We will promptly correct any information found to be incorrect.

Contact us

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Business Hours: Monday–Friday: 8:30–17:00

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