



Privacy Policy Statement

“We protect the privacy of visitors to our websites and those that contact with us through various means”

Types of personal data we collect

We may collect, store and use the following types of personal data: names of individuals, name of company, email addresses, contact telephone numbers, contact postal addresses, course certificate numbers, IP addresses and use made of our websites.

Financial details will only be collected and used for the purpose of processing a customer purchase. Under no circumstances will HSQE Ltd store customer financial information beyond what is necessary to process a purchase for them.

How we may obtain personal data

We may obtain personal data in a number of ways including:

- Information provided by potential customers when making enquiries.
- Information provided by the purchaser of our products and services (for example courses or consultancy services).
- Information provided to us about the people using our products and services (for example primary contact names and contact details, student names and contact details and/or subscribers to our newsletter).
- Website usage obtained via google analytics and our learning management system.
- Customer reviews submitted by customers to www.reviews.co.uk (for example name and email address).

How we may use personal data

Most of the personal data we use is necessary to enable us to provide purchased or requested products and services. For example, for billing purposes, use of our learning management system, to receive our newsletter or to answer general customer enquiries. In addition, we may also use or process personal data to:

- Improve on the level and type of products and services that we provide our customers.
- Analyse sales and customer usage data.

Potential purchasers, actual purchasers and end users can state at any time if they want to opt-in to receive information about aligned products and services that we provide.

To whom we may disclose personal data

We maintain strict control over the sharing of personal data. Personal data may be shared within our internal departments and with approved suppliers. This is done to process orders, fulfil sales, and conduct essential support obligations.

HSQE Ltd commits to not disclosing personal data to unaffiliated third parties, except in the following circumstances:

- **Customer consent:** Personal data may be shared when we have obtained explicit consent from the customer.
- **Legal Obligation:** If HSQE Ltd is legally required to disclose personal data, we will comply with such legal obligations.
- **Contracted Services:** We may share personal data with third-party service providers contracted by HSQE Ltd. This is done to facilitate transactions initiated by our customers, such as making purchases or delivering products and/or services.

For more information on our requirements from third parties, view our Third-party Vendor Security Policy.

Customers' Rights

At HSQE Ltd, we recognise and respect your rights concerning your personal data. Below are the rights you hold and the ways in which you can exercise them:

- **Right to Access:** You have the right to know exactly what personal data HSQE Ltd holds about you.
- **Right to Rectification:** If any personal data we hold about you is inaccurate or incomplete, you have the right to request its update or correction.
- **Right to Erasure:** Also known as the 'right to be forgotten,' this allows you to request the deletion or removal of personal data where there is no compelling reason for its continued processing.
- **Right to Restrict Processing:** You have the right to 'block' or suppress further use of your personal data in certain circumstances.
- **Right to Data Portability:** This right allows you to obtain and reuse your personal data for your own purposes across different services, in a safe and secure way, without it affecting the usability of your data.
- **Right to Change Your Mind:** Whenever consent has been given to use your personal data, you have the right to change your mind at any time and withdraw that consent.

To exercise any of the above rights, please submit your request in writing and send it to the postal address provided in this policy. We recommend this method to ensure your request is securely and promptly attended to.

While we also accept requests via email, please be aware that our firewall may inadvertently block email communications. Consequently, email requests may not be received, and we encourage postal submissions to guarantee your request reaches us.

How we protect your personal details

We take the security of your personal details seriously. To ensure your data is protected, we have implemented comprehensive internal security procedures. These measures are designed to restrict access to and disclosure of personal data within our organisation, ensuring that only authorised personnel can access your information when necessary.

For detailed information on the specific measures we employ to secure your data, please view our Network Security Policy. This policy outlines the technical and organisational steps we take to prevent unauthorised access, misuse, alteration, and loss of personal data.

Resolving concerns and your rights

We aim to promptly address and resolve any concerns you might have about how we use your personal information. If you have any queries or concerns, we hope you'll reach out to us first so we can work together towards a resolution.

If, however, you feel your concerns have not been adequately addressed, you have the right under the General Data Protection Regulation (GDPR) to file a complaint. This can be done in the country within the European Union (EU) or European Economic Area (EEA) where you live, work, or where you believe a breach of data protection laws may have occurred.

For those in the UK, you can contact the Information Commissioner's Office (ICO) for assistance:

- **Website:** <https://ico.org.uk/concerns>
- **Phone:** 0303 123 1113

EU citizens outside the UK should contact their local Data Protection Authority. Find your authority's contact details here: https://edpb.europa.eu/about-edpb/board/members_en

Policy Updates

We may update the terms of this policy from time to time as part of our commitment to compliance with data privacy requirements.

Contact Details

HSQE Ltd
Mayes lane, Sandon, Chelmsford, Essex, CM2 7RP.
United Kingdom

Email: support@hsqe.co.uk

Our Data Protection Officer role is performed by our Continuous Improvement Director.



Original Signed

Date: 22 February 2024

John Constable
Managing Director & Professional Head
CMIOSH MCQI CQP MIEMA CEnv FCMI MIIRSM MSc

