



## Privacy Policy

Gowards takes the privacy and security of your data very seriously.

This privacy policy sets out how Gowards processes personal data (information by which an individual can be identified) collected by us in the course of our lawful activities and explains our obligations and your rights under the Data Protection Act 1998 and any subsequent UK legislation and regulations ('Data Protection laws'). This policy has been put in place to protect your rights under the Data Protection laws, and it is important that you understand what we will do with your data and are happy with this.

### Modifications to this Policy

From time to time, Gowards may need to update or modify this Privacy Policy, including to address new issues or to reflect changes. To the extent required by law, Gowards will notify you of material changes to this Privacy Policy.

References to the processing of information includes the collection, use, storage and protection of data.

Gowards is the 'data controller' for the purposes of this policy, and the policy extends to its staff, sub- contractors and anyone else processing data on our behalf from time to time.

Gowards is committed to ensuring that your privacy is protected. Any personal data collected by Gowards will only be processed in accordance with this privacy policy.

Organisations are permitted to process data if they have a legal basis for doing so. Gowards processes data on the basis that:

- Express and informed consent has been given by the person whose data is being processed; and/or
- Gowards has a legitimate interest in processing data; and/or
- It is necessary in relation to a contract or agreement which the person has entered into or because the person has asked for something to be done so they can enter into a contract or agreement; and/or
- There is a legal obligation on Gowards to process data.

Where people have purchased a product from us or enquired about services we will apply legitimate interest. Where Gowards is relying solely on consent as the basis for processing data, we are required to obtain your explicit consent and you can modify or withdraw this consent at any time by notifying us in writing, although this may affect the extent to which we are able to provide services to or interact with you in future.

## **Collection of Personally Identifiable Information**

Data collected and processed may include, but not be limited to:

- Names and contact information such as telephone numbers, email and postal addresses
- Payment information
- Such other information that is relevant and necessary for Gowards to carry out its activities and legal obligations.

Gowards collects information directly from you through, for example, verbal and email.

Gowards may also maintain information about you that you do not directly provide, whether it is information received from third parties, such as reference agencies and partners or information Gowards collects about your activities.

## **What we do with the data we process**

Gowards uses the data collected to maintain accurate internal records of our engagement with clients and external authority bodies.

Data may be processed and viewed, to the extent necessary, by staff and sub-contractors in the course of Gowards's activities (all of whom work in accordance with this privacy policy) and will be retained only for as long as is reasonable and permissible in law.

Gowards uses personally identifiable information gathered and stored on Gowards database for the purposes described at the time of collection or for the purpose of receiving information about general courses, opportunities and specific initiatives that we think will be of interest to you.

Gowards may share personally identifiable information with third parties for legitimate business purposes, including for the following reasons or in the following circumstances:

- To vendors or third-parties who deliver or provide goods and services or otherwise act on behalf of or at the direction of Gowards, which third parties include, for example, training providers and partners, product-fulfilment companies, third-party event hosts, other third parties who may provide services on web sites that are accessible from links on one of our Sites, and credit card companies processing payment;
- To investigate potentially fraudulent or questionable activities;
- When we believe it is necessary to cooperate with law enforcement or in response to a government request, including if specifically requested or required, as otherwise permitted by law, and for other valid ISACA business purposes. Gowards retains personally identifiable information for as long as necessary for its legitimate activities, and as otherwise permitted by applicable law. You, as the data subject, may request deletion of your data at any time in writing, subject to any overriding legal requirement for its retention.

You can email [advice@Gowards.co.uk](mailto:advice@Gowards.co.uk) at any time stating your wish to not receive further communications from us. While we will endeavour to action this request promptly it may take up to 30 days to refresh all our systems.

We only send your data outside the EEA where we have in place a legal agreement which complies with the Legislation.

### **Your rights in relation to your personal data**

You may request details of personal information which we hold about you. Any such request must be submitted in writing by post to Gowards, 102 Burnmill Road, Market Harborough, LE16 7JG or email to [advice@Gowards.co.uk](mailto:advice@Gowards.co.uk). A small fee may be payable if an information request is particularly onerous. In most cases we will respond promptly and in any event within 40 calendar days of receiving the request.

You may choose to restrict the collection or use of your personal information, but this may inhibit or limit the way in which Gowards is able to interact with you. You may, at any time, change your mind about what information we hold about you, or if we continue to hold it at all, subject to any legal obligation on Gowards to retain data, such as the licensing bodies requirements.

You are responsible for the accuracy of data you have provided to Gowards. If you believe that any information we are holding on you is incorrect or incomplete, please write to us as soon as possible. We will promptly correct any information found to be incorrect. We may use your personal information to send you information about Gowards and matters to which we think may be of interest to you. We will only share data with trusted third parties as stated above, or where necessary for us to communicate with you (such as mailing companies for postal communications or through email campaigns or newsletters) or as stated above, and only once we are satisfied that any such use of data will accord with our privacy policy. We will not sell or share your personal information with any other businesses or marketing companies.

# GOWARDS

You can obtain further information about Data Protection and privacy laws by visiting the Information Commissioner's website at: <https://ico.org.uk/for-the-public>.

### **Security**

Gowards uses reasonable measures to safeguard sensitive personally identifiable information, with measures that are appropriate to the type of information maintained and follows applicable laws regarding safeguarding any such information under our control.

### **Your consent**

This policy serves to inform you of your rights and our obligations in relation to your personal data. In order for us to be able to continue to communicate with you fully in future (using both electronic and non-electronic means).

### **How to contact Gowards and modify your information or preferences**

Questions regarding this Privacy Policy should be directed to Gowards by email at [advice@Gowards.co.uk](mailto:advice@Gowards.co.uk)

If you would like to modify the types of email messages you receive from us, to help us keep your personal information up to date, or to request access to the personal information Gowards maintains about you, you may contact us at Gowards, 102 Burnmill Road, Market Harborough, LE16 7JG. If you would like us to remove you from our database, please contact [advice@Gowards.co.uk](mailto:advice@Gowards.co.uk)

This privacy policy may be subject to change, so we would always advise you to check for the latest version on our website.

May 2018



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