

## What This Policy covers

The data controller is Mouse Training London Ltd (referred to in this policy as “we” or “us”).

We are committed to doing the right thing when it comes to how we collect, use and protect your personal data. That’s why we’ve developed this privacy and cookies policy (“Policy”), which:

- sets out the types of personal data that we collect
- explains how and why we collect and use your personal data
- explains when and why we will share personal
- explains the rights and choices you have when it comes to your personal data

We offer a wide range of products and services, so we want you to be clear about what this Policy covers. This Policy applies to you if you use our services (referred to in this Policy as “our Services”). Using our Services means:

- shopping with us over the phone, or online or otherwise using any of the websites (“our Websites”) or where this Policy is posted

This Policy also applies if you contact us or we contact you about our Services.

Our Websites or Mobile Apps may contain links to other websites operated by other organisations that have their own privacy policies. Please make sure you read the terms and conditions and privacy policy carefully before providing any personal data on a website as we do not accept any responsibility or liability for websites of other organisations.

## Personal data we collect

This section tells you what personal data we may collect from you when you use our Services.

### **When you register for our Services, you may provide us with:**

- Your personal details, including your postal and billing addresses, email addresses, phone numbers.

## **When you contact us or we contact you or you take part in promotions, surveys or questionnaires about our Services, we may collect:**

- Personal data you provide about yourself anytime you contact us about our Services (for example, your name and contact details), including by phone, email or post or when you speak with us through social media
- Details of the emails and other digital communications we send to you that you open, including any links in them that you click on
- Your feedback and contributions to customer surveys and questionnaires

## **How and why we use personal data**

- We want to ensure that we provide you with marketing communications, including online advertising, that are relevant to your interests. To achieve this we also measure your responses to marketing communications relating to products and services we offer, which also means we can offer you products and services that better meet your needs as a customer

### **• Contact and interact with you**

- Contact you about our Services, for example by phone, email or post or by responding to social media posts that you have directed at us.

Why do we process your personal data in this way? We want to serve you better as a customer so we use personal data to provide clarification or assistance in response to your communications

- Manage promotions and competitions you take part in, including those we run with our suppliers.

Why do we process your personal data in this way? We need to process your personal data so that we can manage the promotions and competitions you choose to enter.

- Invite you to take part in and manage customer surveys, questionnaires and other market research activities carried out by the Mouse Training London
- Why do we process your personal data in this way? We carry out market research to improve our Services. However, if we contact you about this, you do not have to take part in the activities. If you tell us that you do not want us to contact you for market research, we will respect this choice.

## Sharing Personal data

This section explains how and why we share personal data with other companies.

Personal data collected in relation to Training is not shared with external sources.

Personal data ( Company, contact, Address and phone number ) is shared to our publishers when ordering exam materials when ordered are sent by courier direct to client.

## How we protect personal data

We know how important it is to protect and manage your personal data. This section sets out some of the measures we have in place.

We use computer safeguards such as firewalls and data encryption, and we enforce physical access controls to our buildings and files to keep this data safe. We only authorise access to employees who need it to carry out their job responsibilities.

- We protect the security of your information while it is being transmitted by encrypting it using Secure Sockets Layer (SSL).
- We enforce physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personal data. We may occasionally ask for proof of identity before we share your personal data with you.

However, whilst we take appropriate technical and organisational measures to safeguard your personal data, please note that we cannot guarantee the security of any personal data that you transfer over the internet to us.

## Marketing and market research

This section explains the choices you have when it comes to receiving marketing communications and taking part in market research.

We will send you relevant offers and news about our products and services in a number of ways including by email, but only if you have previously agreed to receive these marketing communications. When you register with us we will ask if you would like to receive marketing communications, and you can change your marketing choices online, over the phone or in writing at any time.

We also like to hear your views to help us to improve our Services, so we may contact you for market research purposes. You always have the choice about whether to take part in our market research.

## Your rights

If you would like a copy of the personal data we hold about you, please write to:

Data Protection Officer, 12 Colworth Road, Leytonstone, London, E11 1HY

You can also email us at [info@catrainingltd.co.uk](mailto:info@catrainingltd.co.uk)

The law allows us to charge an administration fee of £10. If you write to us by post, please enclose a cheque for £10 made payable to "Mouse Training London Limited".

We want to make sure that the personal data we hold about you is accurate and up to date. If any of the details are incorrect, please let us know and we will amend them.

## How to contact us

Telephone number

020 7920 9500

Email

[info@catrainingltd.co.uk](mailto:info@catrainingltd.co.uk)

Write to us at

Mouse Training London Limited

12 – 14 Colworth Road

Leytonstone

London

E11 1HY