



Questions & Answers Community Interest Company

Training – Enterprise – Achievement

Website Privacy Statement

Questions and Answers CIC (Q&A) fully respects the privacy of every individual who visits our website www.qacic.co.uk

This privacy statement provides information on our data collection practices and of the ways in which the information may be used. For the purpose of the Data Protection Act 1998, the Data Controller is Questions and Answers CIC, whose data protection registration number is **Z2573402**.

Personally identifiable information

We receive personal information from visitors to our site only when such information is provided voluntarily, such as when our visitors request information, provide curriculum vitae information for employment, or send us e mails.

When you provide personal information to us through our website, it is used to fulfil your specific request. We will never release, sell, or trade your personal information to third parties unless you authorise us to do so, or we are legally obliged to comply.

When you voluntarily offer any feedback, data, answers, questions, comments, suggestions, ideas or similar, we will treat that information as non-confidential and non-proprietary, and may utilise such information for information, educational, or promotional purposes such as frequently asked questions or product/ course testimonials.

Anonymous information

Our website collects some generic information automatically, but it is statistical information only i.e. the data gathered lets us know when and how much traffic a web page gets. Internet IP addresses may also be logged for security purposes with our data provider Focus Technology.

This information does not include visitor identities or any personal data, and we will never combine this generic information with any personal information.

Information we may collect from you

We may collect and process the following data about you:

- Information that you provide by filling in forms on our site. This includes information provided at the time of registering to use our site, subscribing to our service, posting material or requesting other options. We may also ask you for information when you report a problem with our site.

- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or the resources that you access.

Users consent to Q&A processing data relating to them for legal, personnel, administrative and management purposes, and in particular to the processing of any sensitive personal data as defined in the act.

Q&A may also make such information available to those who provide products or services to Q&A (such as advisers and payroll administrators), regulatory authorities, governmental or quasi-governmental organisations.

By completing the relevant boxes situated on the form on which we collect your sensitive data, you agree to Q&A's use of your data in the ways stated above.

Where we store your personal data

*All information you give to us is stored on a local secure server and maintained by Focus Technology.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping that password confidential. ***We ask you not to share a password with anyone.***

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Uses of information

We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

We may also use your data to provide you with information about services which may be of interest to you, and we may contact you about these by post or telephone.

If you are an existing client, we will only contact you by electronic means with information about goods and services similar to those which were of interest to you previously.

Disclosure of your information

We may disclose your personal information under certain conditions to third parties:

- If Q&A is acquired by a third party, in which case personal data held by it about its clients will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements, or to protect the rights, property, or safety of Q&A, our clients, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection etc.

Your rights

You are entitled to:

- Know what information is being held and processed about you, and why.
- Know how to gain access to it.
- Require Q&A to keep it up to date.
- Know what Q&A is doing to meet its obligations under the DPA 1998, and the GDPR 2018 regulations.
- Exercise an 'opt out' function

Consent

By interacting with our website confirming that you have read this Website Privacy Notice, and that you are consenting to Q&A (the Data Controller) holding and processing your personal data:

Please note that you can withdraw consent at any time by contacting info@qacic.co.uk. Please note that all processing of your personal data will cease once you have withdrawn consent, however this will not affect any personal data that has already been processed up to this point.