

## Privacy Policy

GBS Corporate Training is committed to protecting the privacy of both its website and users of the site. Whenever you provide your personal data, you are consenting to its collection and use in accordance with the following privacy policy, which includes our use of cookies.

This policy describes how your personal data will be collected, handled, stored and used to meet the company's data protection standards in line with the General Data Protection Regulation (GDPR 2016/679).

### What are your individual rights?

GDPR provides the following rights for individuals:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

### What personal data do we collect?

When you visit our website, fill in a contact form, make a course booking with us, or utilise a chat bot you may be asked to provide some personal data.

We use cookies and track user data on our website (further information on the following page) as a means of gathering information in relation to the types of users that visit our site, so that we can make informed decisions about the products and services that we offer. No individuals are identified as the data is used in an anonymous form.

### How is your personal data used?

Whenever your personal data is received and used, we take robust, accountable steps to ensure that it is treated securely and in accordance with GDPR.

We will only use your personal data to contact you if you have submitted an enquiry and requested further information.

We use your personal data to gain a more accurate representation of the clients which require our services – this information is always collected and collated on an anonymous basis.

## How do we use cookies?

A cookie is the term given to describe a type of message that is given to a web browser by a web server. The main purpose of a cookie is to identify users' patterns and behaviours whilst using the site. Although the cookie is stored on your hard drive, it cannot read data on your hard disk, nor can it interact with cookies placed by other sites – the use of cookies will not damage or interfere with your operating system.

## User tracking

We use Leadoo's tracking service to follow what users are doing on the site and combine this behavioural data with other data we can gather information from eg chat interactions. Leadoo uses ETag tracking in order to hook together the same user's behaviour over several sessions.

Please visit Leadoo Marketing Technologies Ltd's Privacy Policy for more information on what is tracked and what your rights are. <https://leadoo.com/privacy-policy/>

Leadoo works as the Processor and we work as the Controller for the data in terms of GDPR. You can stop the tracking by emptying your browser's cache after the visit.

For more on how Leadoo works as a GDPR compliant processor, see <https://leadoo.com/privacy-policy-processor/>

## Will your personal data be passed on?

No. GBS Corporate Training will never disclose your personal information, unless we are obliged to so by the law. The only exception to this is where we need to register a person with one of the following awarding bodies for an accredited course: Institute of Leadership and Management (ILM), Chartered Management Institute (CMI) or Chartered Quality Institute (CQI).

## Opting out

If at any point you would like to unsubscribe to any of our products and services then you can do so in a number of different ways:

1. Give us a call – Speak to one of our training advisors who can remove you from receiving information relating to our products and services by calling **01252 618400**
2. Email us – Send an email to [theteam@gbscorporate.com](mailto:theteam@gbscorporate.com) and ask to be removed from all communications
3. Unsubscribe – We always provide unsubscribe buttons so if you receive an email from us, just click unsubscribe and you will be removed from the system within five working days.