

ABC Courses Privacy Policy

1. Your consent to use personal data

When you subscribe to the online service, you or your authority will need to provide us with some personal data. This will be the names and e-mail addresses of those subscribing to the online service and a address to which the invoice shall be sent. In so doing, all those must have agreed to let ABC process their personal data and are deemed to consent to the processing of all such personal data as set out in this Privacy Policy.

2. Keeping your personal data

We keep personal data for as long as it is necessary to fulfil the purposes we collected it for, or as required by law, or to enforce or defend legal claims.

3. Sensitive personal data

ABC does not require any sensitive personal data (such as race or ethnic origin) when you subscribe to the online service.

4. The information ABC collects when you subscribe to the service

When you register for the subscription service, you (or the person subscribing to the service from your authority) shall provide the following information:

- your name, or names of all those who have access to the service;
- your password, or the passwords of all those who have access to the service
- your e-mail address, or the e-mail addresses of all those who have access to the service
- your authority or business address for correspondence and/or billing
- A contact telephone number we can use in the event of any query.

5. The information collected by ABC when you use the service

ABC shall keep a record of the users who are authorised to use the service, the time spent online by each user and which users accessed which course for monitoring purposes. We can provide a printout of these details on request should you require this information. We reserve the right to charge a small administration fee for this service.

6. ABC telephone helpline

Please note that at present ABC does not record calls made to our telephone helpline. We may do so in future in order for us to monitor the advice given on our helpline, and if so then we will inform our intention to do so in this policy which will be updated and posted on this site.

7. How ABC uses the information it collects

We use your personal information to answer your queries, to provide course materials, for course administration, and for our general statistics and research on use of the service. We may also use it for obtaining any relevant professional advice, or as may be required by law or in connection with legal proceedings either brought by us or to defend any action against us. We may also disclose the nature and duration of courses undertaken to professional bodies to verify CPD claims.

8. Information to other companies or organisations

ABC will never release or sell any information you provide to us to other companies or organisations. We reserve the right to inform you of any services or courses provided by our sister company ABC Food Safety Limited, but we would not do so without your prior consent.

9. Updates, new services and courses

We may use your information to keep you informed with details about new features on the site and new courses, by post and e-mail. However, if you do not wish to receive such information please e-mail us to let us know.

10. How ABC protects your personal information

We shall take appropriate technical measures to protect your personal information including making a regular backup of our system and data, and we also have security measures in place to make sure any personal information we collect is secure. Your account is password protected and all information is on a secure server, which only a limited number of users can access. If you think someone else knows your password, you should change it immediately using the “change password” link on the “my details” page which can be accessed by clicking on “my details” which is situated at the top of any page.

Even though we take appropriate technical steps to protect your security, you should remember that data transmission over the internet cannot always be guaranteed as 100% secure so you use the website at your own risk.

11. Cookies

We use cookies on our site to allow you to access information and to navigate the site quickly and efficiently, to track visitor usage on the site and to allow us to use the information you provide on the online evaluation form.

The cookies used on the site do not collect your personal information. You can disable cookies on your computer if you wish, but if you do you may not be able to use certain features on our site and you may need to enter your password more frequently as a result.

12. Your right to a copy of the information we hold on you

You have the right to ask for a copy of all the information we hold about you, and to correct any inaccuracies. To obtain a copy of this information, please contact us by e-mail at admin@abccourses.com, by post to ABC Courses Limited, 6 Mary’s House, St Mary’s Road, Kelvedon, Colchester, Essex, CO5 9DL or call us on 01376 573630. Please note there will be a small administration fee chargeable for this service.

13. Links to other sites

We reserve the right to add links to external websites. However, we are not responsible for the privacy policies of these other sites and so you are advised to read their privacy statements when you visit them.

Last updated : 14th April 2007