

# PRIVACY NOTICE

We have updated our Privacy Notice to reflect changes in data protection regulation (GDPR) and to ensure transparency about how we use your personal information.

Our privacy notice includes:

- Information about Reflection-Media
- What is personal data?
- What information we collect about you
- Marketing preferences
- Data retention
- Your rights
- Access to your information and correction
- Cookies
- Other websites
- Changes to our privacy policy
- Complaints
- Security

## 1. Information about Reflection-Media

Reflection-Media is the trading name of Catherine Colling who is a sole trader registered at Companies House the registrar of Companies for England and Wales.

Reflection-Media's trading address is:

Unit 13, IPS Innovate  
Colburn Business Park  
Chartermark Way  
Colburn  
North Yorkshire  
DL9 4QJ

## 2. What is personal data?

Personal data is information relating to an identified or identifiable natural person, such as name, age, address, date of birth, gender and contact details.

Personal data may contain information also known as sensitive data. This information may be relating to an individual's health, racial or ethnic origin, religious or philosophical beliefs, trade union membership, political opinions, genetic and biometric data, or data relating to sexual orientation. Data relating to criminal convictions and offences are also known as sensitive data.

## 3. What information do we collect about you?

Depending upon your use of our website and services, we may collect some or all of the following personal and non-personal data.

Personal data such as:

- Name
- Date of birth
- Gender
- Address
- Email address
- Telephone number
- Business name
- Personal data such as health and medical conditions

If you object to the collection, sharing and use of your personal data we may be unable to provide you with our services and/or products.

#### **4. Marketing**

Reflection-Media may at times contact you about other products and services. If you have consented to receiving marketing, you may opt out later.

You have a right at any time to stop us from contacting you for marketing purposes.

Reflection-Media will not share your information with third parties for their own marketing purposes without your permission.

If you no longer wish to be contacted for marketing purposes, please call us on: +447796533015 email [info@reflection-media.com](mailto:info@reflection-media.com)

#### **5. Data retention**

For insurance requirements we will retain your personal data at the end of any contractual agreement for a period of 3 years. For UK tax purposes we are required to retain personal data for 4 years.

Where you or law enforcement agencies inform us about any active investigation or potential criminal prosecution, we will comply with legal requirements when retaining this data.

#### **6. Your rights**

Your rights are known as Individual Rights under the Data Protection Act 2018. Your rights are detailed below:

- The right to be informed about the personal data being processed

- The right of access to your personal data
- The right to object to the processing of your personal data
- The right to restrict the processing of your personal data
- The right to rectification of your personal data
- The right to erasure of your personal data
- The right to data portability (to receive an electronic copy of your personal data)
- Rights relating to automatic decision making including profiling

The retaining of data is necessary where required for contractual, legal or regulatory purposes.

In rare exceptional circumstances we may need to retain your data for longer. As an example, if we are defending ourselves in a legal dispute or as required by law or where evidence exists that a future claim may occur.

#### **7. Access to your information and correction**

If you require a copy of some or all of your personal information, please email [info@reflection-media.com](mailto:info@reflection-media.com).

We want to ensure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

#### **8. Cookies**

Cookies are text files placed on your computer to collect standard internet log information such as how long visitors stay on our website. This information is used to track students and visitors using the website and training courses and to compile statistical reports on website activity.

For further information visit [www.google.com/policies/technologies/cookies](http://www.google.com/policies/technologies/cookies)

You can also set your browser not to accept cookies and the above websites will guide you through how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

#### **9. Other websites**

Our website may contain links to other websites. This privacy policy is only applicable to Reflection-Media website and we are not responsible for cookies or privacy policies for these websites. When you link to other websites you should read their own privacy policies and cookies policy.

#### **10. Changes to our privacy policy**

In order to be compliant with regulations we keep our privacy policy under regular review and will place any updates on this web page. This privacy policy was last updated on 24<sup>th</sup> May 2018.

## **11. Complaints**

If you wish to make a complaint or are dissatisfied with the way we process your personal data please contact us using the details above. You also have the right to complain to the UK's data protection supervisory authority, the Information Commissioner's Office (ICO). The ICO can be contacted via its website which is <https://ico.org.uk/concerns/>, by live chat or by calling their helpline on 0303 123 1113.

## **12. Security**

We are committed to ensuring that your information is secure with us. We use many tools to make sure that your information and communication with us remains confidential and accurate in order to protect you and us.