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TITLE:	Privacy Policy and Terms
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1.0 INTRODUCTION

This Privacy Notice describes how Blue Flame Associates Ltd collects and process the personal data provided to us in accordance with the requirements of General Data Protection Regulations. Blue Flame Associates Ltd is committed to ensuring your privacy and personal information is protected.

2.0 WHO WE ARE AND WHAT WE DO

For the purposes of this privacy policy, references to "we", "us" or "our" shall refer to Blue Flame Associates Ltd. Blue Flame Associates Ltd is a training, assessment and consultancy business serving the UK and Ireland's building services engineering and energy conservation sectors.

We are responsible for developing and delivering range of qualifications and training courses from nationally agreed criteria. Candidates successfully completing our assessments and courses are subsequently issued with a recognised certificate from external Awarding Bodies. Where appropriate, they will upload the certification details to the relevant industry Registration body e.g. Gas Safe Register RGII Ireland, etc.

3.0 THE DATA WE COLLECT ABOUT YOU

If you are a candidate for a Blue Flame Associates Ltd training course, qualification or assessment, we will only collect personal data about you that is relevant to your related activities e.g. your name, photograph, National Insurance number, postal address, e-mail address, telephone number, evidence of previous qualifications, relevant work experience, the training course and/or qualification that you are undertaking and/or the outcomes of the assessment of your performance.

Others

We also collect personal data about those involved in the delivery of Blue Flame Associates Ltd training courses, qualifications and assessments. These include trainers, assessors, verifiers, invigilators. The personal data we collect will only be relevant to the roles and responsibilities carried out on behalf of Awarding Bodies.

Website Visitors

We may gather information about your computer to obtain statistical information regarding the use of our website. This information does not identify your personal details and is only

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used to analyse interactions with our website. Information about your general internet use may be gathered using a cookie file downloaded to your computer. You can decline cookies by activating the appropriate setting on your browser.

4.0 HOW WE USE YOUR DATA

The personal data we collect is used to:

- fulfil the requirements of our agreement with you;
- communicate with you regarding the delivery of the requirements detailed in the agreement;
- deliver the Blue Flame Associates Ltd training courses, qualifications and assessments; administer the training and/or certification process;
- where applicable, award certificates to candidates;
- maintain a record of your achievements and/or competencies;
- monitor and quality assure the delivery of Blue Flame Associates Ltd training courses, qualifications and assessments;
- provide statistical information relating to the outcomes of Blue Flame Associates Ltd training courses, qualifications and assessments;
- carry out activities that are required of Blue Flame Certification Ltd. and regulatory bodies;
- provide you with information relating to Blue Flame Associates Ltd products and/or services.

5.0 SHARING DATA

To enable us to perform our functions and discharge our contractual responsibilities, we may share your personal data with:

- Approved Awarding Bodies, government departments and non-departmental government bodies; registration schemes e.g. Gas Safe Register
- Law enforcement and HMRC

6.0 PERSONAL DATA RETENTION PERIOD

To ensure that Blue Flame Associates Ltd comply with any regulatory or contractual requirements, we not retain your personal data.

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7.0 STORAGE AND PROTECTION OF YOUR DATA

Our confidentiality and security procedures are designed to protect your personal data from unlawful access and use, loss or removal. Please note that due to the limitations of internet security, Blue Flame Associates Ltd cannot guarantee the security of personal data submitted to us via our website

YOUR RIGHTS UNDER THE GENERAL DATA PROTECTION REGULATIONS (GDPR)

The GDPR provides several key rights for individuals:

The Right of Access

You can request a copy of your personal data that is held by Blue Flame Associates Ltd using the contact details given below. To enable us to provide this information, you will need to provide us with evidence to confirm your identity. Providing that the request is not unfounded or excessive, Blue Flame Associates Ltd will provide you with the data free of charge within one week of receiving the request.

The Right to Rectification

If you believe that your personal data is inaccurate or incomplete, please contact Blue Flame Associates Ltd and providing that the changes are not unfounded or excessive, we will update the data within one-month of receiving the request.

The Right to Erasure

You may request that Blue Flame Associates Ltd erase your personal data if you believe that it is no longer necessary for the purpose which Blue Flame Associates Ltd originally collected or processed it for, or if there is no overriding legitimate interest for Blue Flame Associates Ltd to continue processing your personal data.

The Right to Restrict Processing

You may request that Blue Flame Associates Ltd restricts the further processing of your personal data. Circumstances when this may apply are in the period that Blue Flame Associates Ltd is considering a previous request to erase your personal data that you believe is inaccurate or that there is no legitimate interest for us to hold the information.

The Right to Data Portability

You may request that Blue Flame Associates Ltd provides you with the data we hold on you in a structured, commonly used and machine-readable form. This allows other organisations to read the data.

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The Right to Object

You may request that Blue Flame Certification Ltd stop processing your personal data if you believe that there is no legitimate interest for us to process your data or that your data is being used for marketing purposes.

CHANGES TO THE BLUE FLAME ASSOCIATES LTD PRIVACY NOTICE

From time to time, we may need to make changes to this privacy policy, for example, as a result of government legislation, new technologies, or other developments in data protection laws or privacy generally. You should check our website periodically to view the most up to date privacy policy.

CONTACT DETAILS

Please contact Blue Flame Associates Ltd if you have any questions about this Privacy Notice or our processing of your personal data. If you wish to complain about our processing of your personal data, please contact us. Our Complaints Policy can be found on the Blue Flame Associates Website.

All complaints shall be sent to:

The Centre Manager

Blue Flame Associates Ltd.

Unit 8 & 9 High Carr Network Centre

Millennium Way

Newcastle under Lyme

Staffordshire

ST5 7XE