



## BCNH COOKIE POLICY

BCNH is committed to protecting and respecting your privacy. This Cookie Policy sets out how BCNH uses and protects any information that is provided to BCNH via its website, [www.bcnh.co.uk](http://www.bcnh.co.uk). This notice does not provide exhaustive detail. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to [admin@bcnh.co.uk](mailto:admin@bcnh.co.uk). We keep our Cookie Policy under regular review. This Cookie Policy was last reviewed in May 2018.

For the purpose of the General Data Protection Regulation 2018 (GDPR), the Data Controller is BCNH whose registered office is 79 Compayne Gardens, London NW6 3RW.

### 1. Information we may collect from you

We may collect and process the following data about you:

- Name and address
- Contact information including email address and telephone number
- Demographic information such as postcode, preferences and interests
- Other information relevant to customer surveys and/or offers
- information about your computer, including where available your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

### 2. What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping
- We may use the information to improve our products and services
- With your explicit consent, we may periodically send promotional emails about new courses, special offers, or other information which we think you may find interesting, using the email address which you have provided
- From time to time we may also use your information to contact you for market research purposes, but only with your explicit consent (provided via this website or via MailChimp). We may contact you by email, phone or mail. We may use this information to customize the website according to your interests

Even if you have consented to this contact, you may opt out of informational emails using the unsubscribe link provided or by contacting BCNH on [admin@bcnh.co.uk](mailto:admin@bcnh.co.uk)

- Information provided while completing a form will only be processed (in accordance with the GDPR) and used for the purpose of sending you the material you have requested

### 3. Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ('EEA'). It may also be processed by staff operating outside the EEA who work for us or who supply services to us. Such staff may be engaged in, amongst other things, and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this cookie policy and the General Data Protection Regulation 2018.

All information you provide to us is stored on our secure servers. 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 this 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 security of your 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. We have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

#### 4. How we use cookies

Cookies are small text files that the web sites you visit place on your computer to store information about your visit. Cookies are 'passive' in that they contain information your browser can retrieve, but do not contain programmes, viruses or malicious software. Cookies normally expire after a certain length of time, although that time can be anywhere from a few minutes to more than a year.

Cookies can be divided into two categories: 'session' and 'persistent'. Session cookies are temporary and are deleted when you close your browser or after a period of inactivity. Persistent cookies remain on your computer until the expiration date/time set by the cookie creator

You can both view the cookies stored on your computer and delete some or all of them. However, each browser has a slightly different procedure for doing so. Here are instructions for deleting cookies in some popular browsers: [http://www.pcworld.com/article/242939/how\\_to\\_delete\\_cookies.html](http://www.pcworld.com/article/242939/how_to_delete_cookies.html)

Note that in some cases, deleting cookies will impact your experience in revisiting a site. For example, you may be forced to log in again, or items added to your shopping cart will have disappeared.

Most browsers allow you to specify which types of cookies you will accept or to reject all cookies. As each browser is different, here are some of the most common ones:

- Firefox
- Internet Explorer
- Chrome

As above, you may see an alert message when visiting some sites that recommends you accept cookies for an optimal browsing experience.

Most cookies you will encounter when browsing the BCNH web site are considered 'third party' cookies. This simply means the BCNH web site has used a feature supplied by an external provider, such as Facebook or Google Maps which sets the cookie. Third party cookies are not inherently more or less risky than first party cookies. The only thing to bear in mind is that the external provider, not BCNH, determines what type of information is stored and how it is used.

The most common type of cookie used on BCNH's web site is set by Google Analytics, which provides anonymous statistical data to us to show usage trends and to aid in making decisions about what types of content are most popular.

Specific information about the cookies on BCNH's web site contained in our cookie register, which will be updated as we progress through our audit.

If you have any questions or concerns, please contact [admin@bcnh.co.uk](mailto:admin@bcnh.co.uk).

#### 5. Analytics

Like most websites, we make use of analytics software in order to help us understand the trends in popularity of our website and of different sections. We make no use of personally identifiable information in any of the statistical reports we use from this package. We use an analytics package called Google Analytics who provide details of their [privacy policy](#) on the Google website.

#### 6. Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this policy. You should exercise caution and look at the privacy statement applicable to the website in question

## 7. What are your rights?

Every individual has the right to see, amend, delete or have a copy, of data held that can identify you, with some exceptions. You do not need to give a reason to see your data.

If you want to access your data, you must make a subject access request in writing to [admin@bcnh.co.uk](mailto:admin@bcnh.co.uk). Under special circumstances, some information may be withheld. We shall respond within 20 working days from the point of receiving the request and all necessary information from you. Our response will include the details of the personal data we hold on you including:

- Sources from which we acquired the information
- The purposes of processing the information
- Persons or entities with whom we are sharing the information

You have the right, subject to certain exemptions, to ask to:

- Have your information deleted
- Have your information corrected or updated where it is no longer accurate
- Ask us to stop processing information about you where we are not required to do so by law or in accordance with NTEC guidelines or the University of Greenwich
- Receive a copy of your personal data, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit that data to another controller, without hindrance from us.
- Object at any time to the processing of personal data concerning you

We do not carry out any automated processing which may lead to automated decision based on your personal data.

If you would like to invoke any of the above rights then please write to the Data Controller at Suite 17-18, Barkat House, 116-118 Finchley Road, London NW3 5HT or email [admin@bcnh.co.uk](mailto:admin@bcnh.co.uk).

## 8. What safeguards are in place to ensure data that identifies me is secure?

We only use information that may identify you in accordance with GDPR. This requires us to process personal data only if there is a legitimate basis for doing so and that any processing must be fair and lawful.

We also ensure the information we hold is kept in secure locations, restrict access to information to authorised personnel only, protect personal and confidential information held on equipment such as laptops with encryption (which masks data so that unauthorised users cannot see or make sense of it). We ensure external data processors that support us are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed.

BCNH is registered with the Information Commissioner's Office (ICO) as a data controller and collects data for a variety of purposes. A copy of the registration is available through the ICO website (search by business name).

## 9. How long do you hold confidential information for?

We retain personal data received via this website for 2 years after receipt of the data. **We may also retain this data for a longer period with your consent.** This enables us to keep you informed about ongoing learning and career opportunities. In this case the legal basis of our holding your personal data is consent.

## 10. Complaints

If you have a complaint regarding the use of your personal data then please contact us by writing to the Data Controller at Suite 17-18, Barkat House, 116-118 Finchley Road, London NW3 5HT or email [admin@bcnh.co.uk](mailto:admin@bcnh.co.uk).

If your complaint is not resolved to your satisfaction and you wish to make a formal complaint to the Information Commissioner's Office (ICO), you can contact them on 01625 545745 or 0303 1231113.

END