Privacy Policy Statement

Types of personal data we collect

We may collect, store and use the following types of personal data: names of individuals, name of company, email addresses, contact telephone numbers, contact postal addresses, course certificate numbers, IP addresses and use made of our websites.

Financial details will only be collected and used for the purpose of processing a customer purchase. Under no circumstances will ISIstore customer financial information beyond whatis necessary to process a purchase for them.

How we may obtain personal data

We may obtain personal data in a number of ways including:

- Information provided by potential customers when making enquiries
- Information provided by the purchaser of our products and services (for example courses or consultancy services)
- Information provided to us about the people using our products and services (for example primary contact names and contact details, student names and contact details and/or subscribers to our newsletter)
- Website usage obtained via google analytics and our learning management system
- Customer reviews submitted by customers to www.reviews.co.uk (for example name and email address)

Cookies

Our digital services use cookies to distinguish you from other users of our digital services. This helps us to provide you with a good experience when you browse our digital services and is also essential for the functioning of our learning management system. For detailed information on the cookies we use and the purposes for which we use them see our Use of Cookies policy.

"We protect the privacy of visitors to our websites and those that contact with us through various means"

How we may use personal data

Most of the personal data we use is necessary to enable us to provide purchased or requested products and services. For example, for billing purposes, use of our learning management system, to receive our newsletter or to answer general customer enquiries.
In addition, we may also use or process personal data to:

- Improve on the level and type of products and services that we provide our customers
- Analyse sales and customer usage data

Potential purchasers, actual purchasers and end users can state at any time if they want to opt-in to receive information about aligned products and services that we provide.

To whom we may disclose personal data

We may pass personal data within our internal departments and to approved suppliers to process orders, fulfil sales and conduct essential support obligations.

International Scaffolding Institute

ISI does not disclose personal data to unaffiliated third parties except where:

- Customer consent has been obtained
- Where ISI   is under an obligation by law to disclose personal data; or
- Where ISI   has contracted with thirdparties to provide services to ISI for the purpose of customers. For example, to make a purchase or in the delivery of products and / or services

How we protect your personal details

ISI   has implemented appropriate internal security procedures restricting access to, and disclosure of, personal data within ISI   .

ISI are responsible for website transactions. Purchaser details are entered on a secure page operated by RomanCart and are transferred to SagePay by SSL. Credit/debit card details are processed by SagePay and are secured according to their level 1 PCI DSS certification. ISI does not   store credit/debit card information entered using this method.

ISI are responsible for online training course user data stored on our learning management system, which is hosted by a subcontractor using a US data centre certified to ISO 27001, ISO 9001, TIA-942 Tier 3 and approved to hold data up to HMG InfoSec IL5.

Customers' Rights

Individuals have the right to know what personal data ISI holds on them and may requestthat it is changed or permanently deleted.

Such requests should be made in writing and posted to us at the address in this policy.

Email requests may be blocked inadvertently by our Firewall and may not get through to us.

Policy Updates

We may update the terms of this policy from time to time as part of our commitment to compliance with data privacy requirements.

Contact Details

Email: support@i-scaffold.com

International Scaffolding Institute