

Privacy Policy

Eden Learning is committed to protecting your personal information. We value the relationship that you have with us and respect that any information you supply is personal to you.

This Privacy Policy explains what personal information Eden Learning collects and how we use it. Please read this Privacy Policy carefully, alongside our Terms and Conditions. By using this website or booking on any of our courses you agree to its terms (as amended from time to time).

We will at all times only collect and process your personal information in accordance with the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 and, from 25 May 2018, the General Data Protection Regulation.

By using the Eden Learning website, our services and by giving your information to us, you indicate your consent to us using your personal information in accordance with the privacy policy.

We do: respect your privacy and work hard to ensure we meet strict regulatory requirements.

We don't: sell or share your personal data for other organisations to use.

What information do we collect?

We collect information that you provide when you book onto an Eden Learning course through EventHQ, and in the ordinary course of your relationship with us. For example if you contact us directly, either over the phone or in writing via email, post, through website enquiries or social media channels.

The website is hosted by 1&1 UK and privacy policy can be found at <https://www.1and1.co.uk/help/privacy-policy>

The information that we collect from you will include your name, address, e-mail address, telephone number, your job role, place of work, your managers name, managers email address and details of the Eden Learning course you are booking through Eventhq. All this information is provided and entered by you, a manager or your colleague for the purpose of attending a course and receiving information of future courses. See <https://www.eventhq.co.uk/privacy/> for Eventhq privacy policy and further details

Please note we will not hold payment information for any longer than it takes to process your transaction. Bank details are not stored in any of our own databases however the information may be used by the provider of credit card payment services to whom Eden Learning subscribes. Further information can be found at <https://stripe.com/contact>

If you follow a link from our website to any other websites, please note that they have their own privacy policies and we do not accept any responsibility or liability for these. Please check these policies before you submit any personal information to any other website.

How do we use it?

Your information is used to allow us to send out delegate information, to contact you with information prior to an event and to follow up afterwards. It also helps us to understand where you work and to tailor our courses to suit your departmental requirements. It allows us to send you dates for future courses and also to allow us to continue to improve.

By booking through the website you have chosen to receive email marketing communications from Eden Learning and we will contact you by email to let you know about our future courses and services that we think you may be interested in. You may have contacted us by telephone, in person, email, the website or social media.

Your personal data will not be shared with any other parties.

You can change your contact preferences at any time by contacting Eden Learning

Who controls this information?

- The Data Controller is Eden Learning
- Eden Learning has a dedicated Data protection Officer (DPO)
- You can contact them by email at dpo@edenlearning.co.uk
- You can call them on 07842 827087

How do we protect your information?

Eden Learning does not share, sell, rent or trade your personal information to any third parties for any purpose. We have put in place reasonable safeguards to protect your data.

Our customer data is hosted through EventHQ who conform to GDPR 2018

Any staff with access to personal data will be authorised by Eden Learning and are contractually required to process it in accordance with GDPR guidelines.

We will keep your information only for as long as is reasonably necessary for the purposes set out in this privacy notice and to fulfil our legal obligations. We will not keep more information than we need.

Please be aware that no data transmission over the Internet is 100% secure, so we cannot guarantee the complete safety of information to choose to disclose to us online.

Consent and lawful processing of personal data

The legal basis for the collection and processing of your personal data is:

For administration and programme delivery: that it is necessary to fulfil the contract that you are going to enter into or have entered into with us

Your choices

You can easily change your details and contact preferences online at any time by emailing dpo@edenlearning.co.uk

Every email we send to you will include details on how to change your communication preferences or unsubscribe from future communications. If you had chosen to receive information from us by email but no longer wish to, you can unsubscribe by emailing us at dpo@edenlearning.co.uk

If you would like to alter your personal details, or how we use them, contact us using the details below, and we can do so for you.

Getting in Touch

You can request full details of personal information we hold about you under the Data Protection Act 1998, or, after 25 May 2018, The General Data Protection Regulation, by contacting the Data Protection Manager. Please send a description of the information you would like to see, together with proof of your identity, to dpo@edenlearning.co.uk

If you have any concerns about the way in which we have used your data, or would like us to remove any of the personal information we hold about you, please email dpo@edenlearning.co.uk

We request that all complaints are made in writing and, to facilitate a quick response time, we recommend contacting us by email as above.

Letters should be sent to Eden Learning, Monday Cottage, Bearley Road, Snitterfield, Stratford Upon Avon CV370JH

We aim to respond to all data complaints within three working days of receipt. If further investigation is needed, we will acknowledge receipt of the complaint and detail the revised timeframe.

If you do not feel that your complaint has been suitably addressed, you have the right to lodge a complaint with the supervisory authority, The Information Commissioner's Office (ico.org.uk).

Updates or Changes to the Privacy Policy

This privacy policy was updated on 23 May 2018. It may be updated to take into account changes at Eden Learning or to reflect changes to regulation or legislation