



## **Aspire Europe Limited Privacy Policy**

This Privacy Policy explains how Aspire Europe Limited uses any personal information we collect about you as a result of you using our services either electronically, in writing or face-to-face.

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### **What information do we collect from you?**

We collect information about you when you register or sign up for one of our training courses or consultancy programmes, whether that be a face-to-face course/consultation or online via our eLearning service. We also collect information when you voluntarily provide feedback or participate in competitions. Website usage information is collected using cookies.

### **How will we use the information about you?**

We collect information about you to facilitate your progress on one of our training courses/consultancy programmes or for feedback on how to improve our services in the future.

If you agree, we will also use your information to send you regular communications about us and our products and services.

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We use your information collected from the website to personalise your repeat visits to our website.

Aspire Europe will not share your information for marketing purposes with any other companies.

### **How long will we keep the information about you?**

If you sign-up for one of our face-to-face training courses or consultancy programmes your information will only be held for the period of the '**contract**', ie. the duration of said training course or programme. After this time your data may be anonymised for use in trend analysis.

Any feedback you provide will be retained for a period of no more than two years from the date of collection, and if you have provided your contact information, we may contact you for further clarification of the feedback you have provided.

If you have given express '**consent**' (opted-in) to receive our newsletter, you will remain on our newsletter database until such time as you unsubscribe. At that point your information will be deleted from our records.

If you are an employee of Aspire Europe Limited your information will be kept for a period of six years after your contract with us ceases.

### **Access to information and correction**

You have a right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email [dataenquiries@aspireeurope.com](mailto:dataenquiries@aspireeurope.com) or write to us at the following [address](#).

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

If you are an employee of Aspire Europe Limited your access to information and correction is as stated above.

### **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

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

The Aspire Europe eLearning Portal uses two cookies

- The essential one is the session cookie, usually called MoodleSession. You must allow this cookie into your browser to provide continuity and maintain your login from page to page. When you log out or close the browser this cookie is destroyed (in your browser and on the server).
- The other cookie is purely for convenience, usually called something like MOODLEID. It just remembers your username within the browser. This means when you return to this site the username field on the login page will be already filled out for you. It is safe to refuse this cookie - you will just have to retype your username every time you log in.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

### **Other websites**

Our website contains links to other websites. This Privacy Policy only applies to this website so when you link to other websites you should read their own Privacy Policies.

### **Changes to our Privacy Policy**

We keep our Privacy Policy under regular review and we will place any updates on this web page. This Privacy Policy was last updated on the 20 April 2018.

### **How to contact us**

Please contact us if you have any questions about our Privacy Policy or the information we hold about you:

- By email at [dataenquiries@aspireeurope.com](mailto:dataenquiries@aspireeurope.com)
- Or write to us at: Aspire Europe Limited, A & W Building, Newfoundland Way, Portishead, Bristol, BS20 7DF