

## Your privacy, data protection and GDPR

### 1. This Privacy Notice contains information about how Triage processes personal information relating to the following:

- Users of our website
- Participants on our programmes

### 2. Information gathered from your use of the website

We recognise the importance of protecting the privacy of the users of our websites. Any personal data collected will be treated as confidential in line with the principles of the Data Protection Act 2018 and in full compliance with GDPR.

### 3. What electronic information do we collect?

We collect two kinds of information from visitors to our website: your personal details through registration and site usage information using 'cookies' and page tagging techniques. Cookies enable our system to recognise your computer and allow us to see how you use our website. This enables us to identify any areas that may need improvement and to continually improve the user experience.

### 4. Web conditions and additional terms and conditions

When you register on our website, we will ask you to input and will collect personal information from you such as your name, email address, billing address, telephone number and a password. We may also collect information about where you are on the internet (eg the URL you came from, IP address, domain types such as '.co.uk' and '.com'), your browser type, the country you accessed the site from, the pages of our website that were viewed during your visit and any search terms that you entered on our website ("user information"). We may collect this information even if you do not register with us.

### 5. Sending us an email

You also may decide to send us personally identifying information, for example, in an electronic mail message containing a question or comment. We use personally identifying information from email primarily to respond to your requests. We may forward your email to other employees who are better able to answer your questions. We may also use your email to contact you in the future about our organisation or to contact you when necessary. Emails and telephone calls will be used for the purposes outlined at the time of collection or registration in accordance with the preferences you express.

### 6. Collection and use of personal information

Triage Central Limited is the sole owner of the information collected on our website and through manual processes. Triage Central Limited processes personal data for the purposes of providing the service that you have signed up for. We confirm that any personal information which you provide to us and any user information, from which we can identify you, is held in accordance with the principles of the Data Protection Act 2018.

We will use your information only for the following purposes:

- Processing your orders and any services you have requested
- Statistical purposes to improve this website and its services to you
- Servicing website content
- Administering this website
- In-house research and statistical analysis
- Communication about Triage.

Processing personal data for the above purposes may entail sharing the information with employees, Harmony Recruitment Limited who manages all recruitment to the company, contractors, agents and professional advisers of Triage Central Limited and other carefully selected organisations only where necessary under strictly controlled conditions.

#### **7. Security**

Triage Central Limited will treat all your personal information as confidential (although we reserve the right to disclose this information in the circumstances set out above). We will keep electronic information on a secure server, accessed only by those authorised to do so. We fully comply with all applicable UK Data Protection and consumer legislation.

#### **8. Use of data for direct marketing by post and telephone**

At each point of data collection or registration you are given options to opt out from being sent future direct marketing material from Triage Central Limited by post or telephone. Where you do not opt out of such communications, Triage Central Limited may send you information on its activities and services.

#### **9. International data transfer**

Different countries have different data protection laws, some of which provide more protection than others. We will not transfer personal data about you without first ensuring that adequate protections are put in place for your benefit in accordance with best practice and the Data Protection Act 2018.

#### **10. Site usage – cookies**

A cookie is a small text file which identifies users' computers to Triage Central Limited's server. Cookies enhance a website's performance in a number of ways, including providing a secure way to measure use of the website, number of visitors, how frequently pages are viewed, shopping, and the city and country of origin of users. This helps to determine what is popular and can influence future content and development of websites.

Cookies in themselves do not identify individual users but identify only the computer used. For further information on cookies within the Triage Central Limited's website please refer to our Cookie Policy.

### **11. Links to third party websites**

To provide increased value to our users, we may provide links to other websites or resources for you to access at your sole discretion. This Privacy Policy applies solely to the personal data collected by Triage Central Limited and does not apply to any third party websites. Triage Central Limited is not responsible for the privacy policies, content or the use to which others make of these websites. We advise users to read the privacy policies of other websites before registering any personal data.

### **12. Legal disclaimer**

We will take all reasonable care, in so far as it is in our power to do so, to keep the details of your order and payment secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when accessing or ordering from this website.

Though we make every effort to preserve user privacy, we may need to disclose personal information when required by law. If requests are made by the police, or any other regulatory or government authority investigating suspected illegal activities to provide your personal information and/or user information, we may be obliged to do so.

### **13. The Data Protection Act**

Under the Data Protection Act, we have a legal duty to protect any information we collect from you.

### **Accessing your personal data held by Triage Central Limited**

You have the right to ask Triage Central Limited, in writing, for a copy of all the personal data held about you (this is known as a “subject access request”). There is usually no fee for this request except where the company considers the request to be manifestly unfounded or excessive. If you would like to access your personal data held by Triage Central Limited, please apply in writing to:

The Data Controller  
Triage Central Limited  
Earlsgate House  
35 St Ninians Road  
STIRLING  
FK8 2HE

### **14. Verifying, updating and amending your personal information**

If, at any time, you want to verify, update or amend your personal data or preferences please write to the address above. Verification, updating or amendment of personal data will take place within 28 days of receipt of your request. For further information please contact Triage’s Data Protection Officer.

**15. Notification of changes**

If we decide to change our privacy policy, we will place an updated version on this page. Regularly reviewing this page ensures you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

**16. Contact us**

If you have any questions or suggestions regarding our privacy policy, please contact us at:

Triage Central Limited  
Earlsgate House  
35 St Ninians Road  
STIRLING  
FK8 2HE