

Privacy Policy

This policy applies to Ocean Aspire Training & Consultancy. This privacy policy describes how we use the personal information that we collect from you, or that you provide, when you visit our website or use our products and services that we provide or otherwise contact us.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us.

What is Personal Data?

Personal data relates to any information about a person that makes you identifiable which may include but is not limited to:

- Names and contact information i.e. email addresses and telephone numbers
- Personal information such as date of birth, national insurance number
- Educational information (including qualifications, grades, learning needs)
- Characteristics such as gender, ethnicity, nationality
- Financial information such as bank details
- Information about personal preferences and interests
- Company information, financial and staff details)
- Website usage data
- Staff contract information

What Information do we collect about you and how?

We collect a range of personal information about you in a variety of ways. This could be, but not limited to, the use of forms, paper or electronic from our websites, when you sign up to receive our newsletters, register for information or engage in the services that we offer. If you are using our services related to Apprenticeship funded training, we may need to collect additional personal information from you in order to secure funding or satisfy legal or governmental scheme requirements. Further information on the requirements for Apprenticeships can found within the Apprenticeship Funding Rules, available on request or by visiting www.gov.uk.

We also collect personal information from you when you communicate with us for any reason.

In addition, we will automatically collect information from you when you visit our websites i.e. sending an enquiry, signing up for an event, filing in a survey or giving feedback. Website usage information is collected using cookies.



We may record and store telephone conversation you may have with us for the purposes of quality improvement, staff training and or to prevent/detect crime. You will always be notified if your call is being recorded.

If you choose to provide us with your information this processing of personal data is based on consent.

Use of Cookies

Like any other website, Ocean Aspire Training & Consultancy uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimize the users' experience by customizing our web page content based on visitors' browser type and/or other information.

You can choose to disable cookies through your individual browser options. To know more detailed information about cookie management with specific web browsers, it can be found at the browsers' respective websites.

For more general information on cookies, please read the "What Are Cookies" article on <https://www.cookieconsent.com/what-are-cookies>

This policy covers only the use of cookies between your computer and our website; it does not cover the use of cookies by any advertisers.

Analytics

We use Squarespace Analytics to store information about how visitors use our website so that we can make improvements and give visitors a better user experience.

Squarespace Analytics is a third-party information storage system that records information about the pages that you visit, the length of time you were on specific pages and the website in general, how you arrived at the site and what you clicked on when you were there. These cookies do not store any personal information about you e.g. your name, address etc and we do not share the data. You can view their privacy policy at [Squarespace Privacy Policy](#)

IP addresses

An IP or Internet Protocol Address is a unique numerical address assigned to a computer as it logs onto the internet. Your IP address is logged when you visit our website.



Internet Based Advertising

We use LinkedIn, Facebook and Twitter advertising services and as such there are tracking codes installed on our website so that we can manage the effectiveness of these campaigns. We do not store any personal data within this type of tracking.

How will we use the Information about you and why?

The information that we collect and store relating to you is used to enable us to provide our services to you. In addition, we may use the information for the following purposes:

- to provide you with information you request from us
- to respond to your specific requests, communications or enquiries in an efficient manner
- to provide you with updates on Ocean Aspire Training & Consultancy or its products and services
- in order to meet contractual requirements with you
- to notify you of any changes to the websites, our services such as improvements or changes

If you do not want us to use your data for any marketing purposes you will have the opportunity to withhold your consent to this when you provide your details to us. Should you wish to withdraw your consent for such purposes please contact: jo@oceanaspire.co.uk.

For Business Clients and Contacts our lawful reason for processing your personal information will be "legitimate interests". Under "legitimate interests" we can process your personal information if: we have a genuine and legitimate reason and we are not harming any of your rights and interests.

For Consumer Clients and Contacts our lawful reason for processing your personal information will be to supply goods and services you have requested, such as a training course, or to fulfil obligations under an employment contract or an Apprenticeship Agreement. This also includes steps taken at your request before entering a contract.

Our work for you may require us to pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing the Services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the Services and we have contracts in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.



We collect information on our website to process your enquiry, deal with your event registration, give advice based on survey data and improve our services. If you agree, we will also use this information to share updates with you about our services which we believe may be of interest to you.

We will not share your information for marketing purposes with companies so that they may offer you their products and services.

We may disclose your personal information to any company within our group, third parties that we contract to provide services on our behalf or where third-party funding is required. In addition, we may be required to provide information to government agencies, where required by the Apprenticeship and any third party that purchases all or substantially all of our assets and business.

In accordance with legal and regulatory requirements we may be required to disclose your personal information to any law enforcement agency, court, regulator, government authority or other third party where we believe this is necessary in order to comply with our obligations or otherwise to protect our rights or the rights of any third party.

Transferring your information outside Europe

As part of the services offered to you through this website, the information which you give to us may be transferred to countries outside the European Union ("EU"). For example, some of our third-party providers may be located outside of the EU. Where this is the case we will take steps to make sure the right security measures are taken so that your privacy rights continue to be protected as outlined in this policy. By submitting your personal data, you are agreeing to this transfer, storing or processing.

If you use our services while you are outside the EU, your information may be transferred outside the EU to give you those services.

Security Precautions in place about Data collected

When you give us personal information, we take steps to make sure that it's treated securely. Any personal information you supply to us is stored within secure servers. When you are on a secure page, a lock icon will appear on web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are sent normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.



Marketing

We would like to send you information about our services which may be of interest to you. If you have consented to receive marketing, you may opt out at any point as set out below.

You have a right at any time to stop us from contacting you for marketing purposes. To opt out please email: jo@oceanaspire.co.uk

How long will we hold your Data for?

Marketing: We will hold your data for a period of 6 years with a review every 3 years. You will have the opportunity to opt out or update or delete data at any point should you need to do so and details are set out in this policy as to how to do that.

Contracted Services: We will hold your data for 7 years in line with our regulatory requirements.

Access to your Information, Correction, Portability and Deletion

What is a Subject Access Request?

This is your right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please email jo@oceanaspire.co.uk.

We will respond to your request within one month of receipt.

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

Objections to processing of personal data

It is your right to lodge an objection to the processing of your personal data. The only reasons we will be able to deny your request is if we can show compelling legitimate grounds for the processing, which override your interest, rights and freedoms, or the processing is for the establishment, exercise or defence of a legal claims.

Your Right to be Forgotten

Should you wish us to completely delete all information that we hold about you, please email jo@oceanaspire.co.uk

Other Websites

Our website may contain links to other websites. This privacy policy is only applicable to this website so when you link to other websites should read their own privacy policies.



Complaints

If you have any concerns or complaints about your data or this policy, please contact us at Ocean Aspire and we will endeavour to address your concerns.

If you feel the complaint has not been dealt with to your satisfaction, you can formally complain to ICO at the following link <https://ico.org.uk/make-a-complaint>

Changes to Privacy Policy

We reserve the right to update this privacy notice at any time to take account of changes in our business and legal requirements. We will place updates on our website.

Consent

By using our website, you hereby consent to our Privacy Policy and agree to its Terms and Conditions.