

We are committed to ensuring that your privacy is protected and we strictly adhere to the provisions of the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 and will comply with the EU General Data Protection Regulation (GDPR), which comes into force on the 25th May 2018.

The GDPR provides the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

For further information on these rights you can contact the ICO via one of the options on their website <https://ico.org.uk/global/contact-us/>.

Our Privacy Policy, together with our terms and conditions, sets out how we collect personal information from you, or how you provide us with personal information, which will be processed by us.

How we collect and use the information we receive from you.

When you sign up for a course on our website, **(OR IN PERSON)** we will ask you to provide certain personal information, for example:

- Your name
- Your email address
- Plus a contact phone number

Please note that we require this information to be able to process registration and to answer any questions.

If you purchase courses online, our third party payment provider may require additional personal information in order to process such payment (e.g. your home address). Please note that this information is not collected or stored by us. The relevant third party payment provider should set out the terms on which they are collecting such data at the time you make the payment.

By submitting this information via our website, this is considered your consent for us to use your personal information in accordance with our privacy policy (which may be amended from time to time).

Your personal information will then be used by us (including our: employees; agents; subcontractors; members of our group; trusted partners and awarding or accrediting organisations) to provide you with the services you ordered and from time to time to communicate with you on any matter relating to the provision of the services.

Please note that we and our resellers, trusted partners and relevant awarding or accrediting organisations may also use the information you provide to us for the following purposes:

- To monitor website usage and provide statistics to third parties for the purposes of improving and developing our website and the services we provide via our website. Please note that any such statistics and/or information provided to third parties will be made on a confidential basis and will not include information that can be used to identify any individual;

- To support, improve and develop our business in general
- To contact you for your views on our website, our services and our business in general; and/or
- To provide you with updates to our services, any special or new services, developments to our website or any policies (including our Privacy Policy) displayed on our website, and any other matter we think may be of interest to you.

If you would prefer not to receive any of the above-mentioned information, (or if you only want to receive certain information) from us please let us know by either sending an email to quist.sarah@gmail.com

You have the right to ask us not to process your personal data for marketing purposes. We will not share, sell or distribute any of the information you provide to us without your prior consent, unless required to do so by law.

Marketing

Email Marketing

When you fill out a web form to sign up to a newsletter, download a resource, or enquire about a product, we may ask you to provide certain personal information, including your:

- Name
- Email address
- Job title & the organisation you work for
- Telephone number

By completing the form and ticking the relevant boxes you are providing your consent for Creative Awakenings to process your personal data, and this is the legal basis we are relying on to do so.

We will use the information that you give us to send you relevant emails containing Creative Awakenings news & marketing communications.

In addition, if you have enquired about a product or service we will use the information you have given to update our files so one of our consultants or advisors can contact you if needs be. This information will also be subject to the new changes under GDPR.

Some automation and profiling may be used to send emails or a series emails based on your indicated preferences and your interactions with the emails we send to you. For example if you have enquired about a particular course we may send you a series of emails outlining features or benefits of that course.

You can withdraw your consent and unsubscribe at any time by clicking the link at the bottom our email communications or by [emailing](mailto:quist.sarah@gmail.com) this address quist.sarah@gmail.com

If you continue to interact with our emails or website, we will retain your data indefinitely so we can continue to send you emails.

We will not sell or rent your information to third parties.

How safe is your information?

Protecting your security and privacy is extremely important to us and we make every effort to secure your information and maintain your confidentiality in accordance with the terms of the Data Protection Act 1998. Our website is protected by various levels of security technology, which are designed to protect your information from any unauthorised or unlawful access, processing, accidental loss, destruction and damage.

Please note that we may need to disclose your personal information where we:

- Are under a legal duty to comply with any legal obligation or in order to enforce or apply our terms and conditions; or
- Need to disclose it to protect our rights, property or safety of our customers or others, including the exchange of information with other companies, organisations and/or governmental bodies for the purposes of fraud protection and credit risk reduction

How you can register

You are able to browse our website without registering with us. Please note, however, that you will not be able to order or access any of the online learning courses and materials unless you register with us.

Registration must be completed as part of placing your first order with us. We will only ask for your debit card, credit card or PayPal details when you place an order for services via our website.

For the purposes of registration, we will ask you to enter your name and confirm your email address (clarify). The registration process will take a few moments and it will create a personal account for you in our learning management system. As indicated above, all information or account details that you provide to us will be securely protected.

General

If any of the information you provide to us changes, please let us know as soon as possible so that we can make the necessary changes to the information we hold for you on our database so that your records are accurate and up to date.

If you wish to make changes to, or see the information we hold on you, please let us know by emailing us on quist.sarah@gmail.com. We will respond to your request within 30 days of the date we received your request.

Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other websites. **This privacy policy applies to information collected on our website and in person.**

Please note that we may change our Privacy Policy from time to time. If we make any changes, these will be shown on our website and will immediately supersede any previously posted information. The major revision will be published on or around the 25th May 2017, in line with GDPR.

For whatever reason, should you wish to lodge a complaint with the Information Commissioner's office, as is your right, you can do by contacting the ICO directly via one of the options on their website <https://ico.org.uk/global/contact-us/>.

If you have any further queries or comments on our Privacy Policy, please send us an email to info.creativeawakenings@gmail.com. We always welcome your views about our website and our Privacy Policy.