

# Aintree Training Limited

## Website Usage & Cookie Policy, Privacy Policy & Disclaimer



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## COOKIE POLICY

This site uses cookies. Please be aware that cookies in this context are not posh biscuits! When referencing websites and technology, cookies are small text files that are placed on your machine to help the website provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts and provide anonymised tracking data to third party applications, which we may use; such as Google Analytics. Cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at the ICO's website <https://ico.org.uk/for-organisations/guide-to-pecr/cookies-and-similar-technologies/> which offers information and guidance about cookies and similar technologies.

## WEBSITE USAGE TERMS AND CONDITIONS

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use which, together with our privacy policy, govern Aintree Training Limited relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website. The term 'Aintree Training' or 'us' or 'we' refers to the owner of the website whose registered office is 41 Buckingham Road, Walton, Liverpool L9 4RB, United Kingdom. Our company registration number is 13759085. The term 'you' refers to the user or viewer of our website. The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without prior notice.
- This website uses cookies to monitor browsing preferences. If you do allow cookies to be used, the following personal information may be stored by us for use by third parties as per our Privacy Policy.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us, for use by us. This material includes, but is not limited to, the design, layout, look, appearance, company logo and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.

- Unauthorised use of this website, our logo or company material may give rise to a claim for damages and/or be a criminal offence.
- From time to time, this website and our communications may include links to other websites. These websites may or may not be affiliated to Aintree Training. Any links to other websites provided by Aintree Training, by any medium whatsoever; are provided for your convenience and further information. They do not signify that we endorse the website(s) or organisations that own or maintain them. We have no responsibility for the content of linked or signposted website(s), even if Aintree Training is affiliated to that website in some way or form. An example of this would be Protrainings.uk website, with whom Aintree Training limited is a registered assessment centre. While Aintree Training is affiliated with ProTrainings, we are not responsible for any of their material such as content, communications or website.
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

## **PRIVACY POLICY**

This privacy policy sets out how Aintree Training uses and protects any information that you give us when you use this website. Aintree Training is committed to ensuring that your privacy is protected in line with the Data Protection Act 2018 and UK GDPR. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement, and that all our employees have had training in Data Protection requirements. Aintree Training may change this policy from time to time by updating this text, and this page on our website. You should check this page regularly to ensure that you are happy with any changes made since your last visit. If you are not happy with the changes, please write to us at our registered office address to express your concerns, and desist from any usage of our website until we have looked into and responded to your concerns. This policy is effective from the 1st January 2021.

## **WHAT WE MAY COLLECT**

We may collect the following information:

- Personally identifiable information such as (but not limited to) your name, date of birth, address and job title
- contact information including email address
- demographic information such as sex, gender, postcode, preferences and interests
- other information relevant to customer satisfaction and being able to provide you with our services

## **WHAT WE DO WITH THE INFORMATION WE GATHER**

- We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:
- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- We may share your data with external training and accreditation providers and organisations in order to provide you with the training services that you or your employer have commissioned from us and requested for delivery. If this is required you will be provided with a consent form and we will keep this in accordance with our record keeping policy and procedures.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by electronic communications such as email, phone, postal mail and social media. We may use the information to customise the website according to your interests.

## **SECURITY**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, managerial and training related procedures to safeguard and secure the information that we collect online.

## **HOW WE USE COOKIES**

As discussed in our 'Cookie Policy', a cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers will ask your permission to accept or modify permissions associated with cookies; but some browsers automatically accept cookies. You can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of our website, and the website of others. We will not be held responsible or liable for how your specific device settings engage and interact with websites, cookies and services.

## **LINKS TO OTHER WEBSITES**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question. Please also refer yourself to our Website Usage Policy at the top of this page.

## CONTROLLING YOUR PERSONAL INFORMATION

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box or option that you can click to alter in order to indicate your personal choice around controlling how your personal information is used. It is your choice if you want, or do not want, your information to be used for purposes such as direct marketing so look closely at what options you are provided.
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at: [admin@aintreetraining.co.uk](mailto:admin@aintreetraining.co.uk)

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen. You may request details of personal information which we hold about you under the Data Protection Act 2018. This is known as making a subject access request (SAR). A small fee of £25 will be payable by you, to Aintree Training if you make an SAR. If you would like a copy of the information held on you, please write to Aintree Training, 41 Buckingham Road, Walton, Liverpool L9 4RB. If you believe that any information, we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address and inform us of this. We will promptly correct any personal information found to be incorrect. If you would like Aintree Training to delete and destroy any information on you, such as if you choose to exercise your 'right to be forgotten' Under Article 17 of the United Kingdom General Data Protection Regulations (UK GDPR) you can also write to us at the address named above and request that your personal data be erased. Please be aware that in some cases we may need to refuse your request, for example where there is a legal basis and organisational requirement to do so, such as in defence of, or prosecution of legal claims. For more information on your data protection rights please visit <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights>

## WEBSITE DISCLAIMER

The information contained in this website is for general information purposes only. The information is provided by Aintree Training and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, safety or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk. In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website, or any websites with which Aintree Training shares an affiliation with. Through this website you are able to link to other websites which are not under the control of Aintree Training. We have no control over the nature, content, availability, accuracy, safety and security of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them. Every effort is made to keep our website up and running smoothly. However, Aintree Training takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

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