



Your privacy is very important to us. Our Privacy Policy describes how we collect and process your Personal Data. We encourage you to read this Policy as well as our Terms and Conditions. Please read below to see how Lavender International handles information.

### **1. What information do we collect about you?**

We collect data about you if you purchase items on the website or register to use our services. We will also collect relevant information if you purchase or register for services by email, telephone, in person or by post.

We may also collect personal information if you complete surveys / register for a newsletter or update service / provide feedback / participate in competitions.

Website usage information is collected by using Cookies (see below).

### **2. 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.

During your visit to our website you will automatically download these files to your device. The cookies we use do not identify you as an individual, only the device you are using. These cookies are a mixture of session cookies which are removed once you close your browser and persistent cookies which remain for longer, but are only active when you are on our website.

You can get more information about Cookies at <https://ico.org.uk/for-the-public/online/cookies/>. You can turn off Cookies in your internet browser (e.g. Internet Explorer, Chrome, Safari, Opera or Firefox) so they are no longer collected and the above webpage contains links to tell you how to do this. Please note that turning off Cookies may prevent some of our website functions from working.

### **3. How do we collect your information?**

1. When you register for an account, for example to receive your examination results or purchase items from the shop
2. When you sign up to our newsletter
3. When you make a training course/examination enquiry
4. When you complete an application/registration form for your training course or examination
5. When you submit a feedback form

### **4. How do we use the information collected about you?**

We will use the information you give us via the website in order to provide the services you have requested. Certain information is required to provide those services and these are marked by a \*. Fields not marked by a \* are not mandatory and we will still be able to provide the services. The non-mandatory information will be used for anonymous statistical analysis about our clients or for other purposes which you have consented to.



If you do not think we need certain information (which we have marked as mandatory) to provide our services please get in touch using the details below and we will be happy to discuss this with you.

As well as for providing the services you have requested we may use the information collected for other purposes, such as marketing. However, we will only use the information for these purposes if you have consented to us doing so.

We may provide general statistical information to reputable third parties. Such information will not allow anyone to be personally identified.

We make sure that we offer you genuine choice and control over how we use your data. If you wish to withdraw consent or change your preference about how we use your information then please contact us using the details below.

We do not transfer personal data to countries outside the EU.

The provision of your personal data is necessary to provide our services and fulfil our obligations to the relevant certification bodies. We retain data relating to BINDT training and PCN examinations for 11 years as required by the certification body.

## **5. Marketing**

We may contact you for marketing purposes if you have consented to this when you provided your information to us. You can withdraw consent or change your preferences about marketing activities at any time by contacting us using the details below.

## **6. Access to your information and corrections/changes**

If you would like to know what information we hold about you please write to us using the contact details below. Please notify us if any of the information we hold about you has changed or is incorrect, we will be happy to update this for you.

## **7. Third parties**

We may need to provide certain third party organisations with your information in order to provide our services (for example the certification body or your employer). We will only provide them with the information they require and will only permit them to use the information for the required purpose only.

If any such third party has used your information for any other reason without your consent please notify us using the details below and we will investigate the matter.

## **8. Other websites**

Our website may contain links to other websites. This privacy notice only applies to this website. For information on how the other website provider will use any information you should check the privacy notice of that website.



## 9. Changes to our privacy policy

We keep this privacy policy under regular review and will post details of any changes below. This privacy policy was last reviewed on 8<sup>th</sup> May 2018.

## 10. Complaints

We strive to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously.

If you think that our collection or use of information is unfair, misleading or inappropriate please bring it to our attention. We would also welcome any suggestions for improving our procedures. You may report any concerns regarding the way in which we have handled your personal data to the Information Commissioner on 0303 123 1113 or by using this link <https://www.ico.org.uk/concerns>.

## 11. Security

We implement appropriate technical and organisational safeguards to protect against unauthorised or unlawful processing of personal data and against accidental or unlawful destruction, loss or alteration, unauthorised disclosure of or access to personal data.

Unless otherwise stated, information transmitted to Lavender International through our website is not encrypted and could be intercepted by third parties or electronically delivered to parties other than the addressee. Any such information is sent at your own risk and you should therefore consider its sensitivity before transmitting it.

## 12. How to contact us

You can contact us by email at [susan@lavender-ndt.com](mailto:susan@lavender-ndt.com)

Alternatively you can write to us at:

Lavender International NDT Consultancy Services Ltd  
Unit 7, Penistone Station  
Penistone  
Sheffield  
S36 6HP

## 13. Changes to this Privacy Policy

We have made the following changes to this Privacy Policy

Date	Change