

## Privacy Policy

### Who We Are

Verner Wheelock Associates Ltd ("VWA", "we", "our" or "us") provides food industry training, auditing and consultancy services throughout the UK and Ireland.

We are committed to protecting your personal information and being transparent about how we collect, use and store it.

If you have any questions about this Privacy Notice or how we handle your personal data, please contact us:

### Verner Wheelock Associates Ltd

Brewery Lane Studio  
Unit 2, 2 Belle Vue Square  
Skipton  
North Yorkshire  
BD23 1FJ

Email: [office@vwa.co.uk](mailto:office@vwa.co.uk)

Telephone: 01756 700199

### What Information We Collect

Depending on how you interact with us, we may collect:

### Contact Information

- Name
- Job title
- Company name
- Postal address
- Email address
- Telephone number
- Mobile number

### Training Information

- Courses attended
- Examination registrations

- Examination results
- Certificates awarded
- Training history

#### **Audit Information**

- Date and details of the audit
- Information relating to compliance and non-conformance
- Examples of good practice
- Photographs taken as part of the audit
- Information provided by the client or observed by the auditor during the audit

#### **Business Information**

- Company details
- Correspondence and enquiries
- Booking and invoicing information

#### **Website Information**

When you visit our website, we may collect information about how you use the site through cookies and analytics tools.

#### **How We Use Your Information**

We use your personal information to:

- Deliver training courses, examinations and certification services
- Process bookings and payments
- Communicate with delegates, customers and business contacts
- Maintain training records and certification history
- Provide customer support
- Improve our products and services
- Send relevant marketing communications where permitted
- Meet legal and regulatory requirements
- Conduct market research and customer feedback activities

## Our Lawful Basis for Processing

Under UK GDPR, we must have a lawful basis for processing personal data.

We rely on one or more of the following:

**Contract:** To provide training, examinations, auditing and consultancy services that you or your organisation have requested.

**Legitimate Interests:** To manage our business operations, maintain customer relationships, improve our services and communicate with existing customers and contacts.

**Consent:** Where you have actively opted in to receive marketing communications or where consent is otherwise required by law.

**Legal Obligation:** Where we are required to retain information for regulatory, taxation or other legal purposes.

## Marketing Communications

We may send information about our training courses, events, services and industry updates where permitted by law.

You can unsubscribe from marketing emails at any time by:

- Clicking the unsubscribe link in any marketing email
- Contacting us directly at [office@vwa.co.uk](mailto:office@vwa.co.uk)

We will always respect your communication preferences.

## Who We Share Information With

We do not sell your personal information.

We may share information with trusted third parties where necessary to deliver our services, including:

- Examination and awarding organisations
- IT service providers
- Cloud software providers
- Email communication platforms
- Professional advisers

- Regulatory or legal authorities where required

All third parties are required to keep personal information secure and process it only for legitimate business purposes.

### **Ethical Auditing Services**

Where we provide ethical auditing services, our auditors may be granted access to information required to conduct the audit, including company policies, payroll records, work schedules and employee records.

Any information reviewed during an audit is treated confidentially and used solely for the purposes of conducting the audit and preparing the audit report.

We expect clients to ensure that any personal information shared during an audit is provided in accordance with their own data protection obligations.

### **Cookies and Website Analytics**

Our website uses cookies and similar technologies to help us understand how visitors use the site and to improve user experience.

Cookies may be used to:

- Monitor website performance
- Analyse visitor behaviour
- Remember user preferences

You can control or disable cookies through your browser settings. However, some website functionality may be affected if cookies are disabled.

### **How Long We Keep Information**

We retain personal information only for as long as necessary for the purposes for which it was collected.

Typical retention periods include:

- Training and examination records: 6 years
- Financial records: 6 years
- Marketing records: until consent is withdrawn or the information is no longer required

When information is no longer needed, it is securely deleted or destroyed.

## Data Security

We take appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse or disclosure.

These measures include:

- Secure servers and systems
- Password-protected databases
- Access controls
- Staff training
- Secure disposal of records

While we take reasonable precautions, no method of electronic transmission or storage can be guaranteed to be completely secure.

## Your Rights

Under UK GDPR, you have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your information in certain circumstances
- Restrict how we process your information
- Object to certain processing activities
- Request transfer of your information to another organisation where applicable
- Withdraw consent where processing is based on consent

To exercise any of these rights, please contact us at [office@vwa.co.uk](mailto:office@vwa.co.uk).

## Complaints

If you are unhappy with how we handle your personal information, please contact us first so that we can try to resolve your concerns.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's data protection regulator.

Website: <https://ico.org.uk>

### **Changes to This Privacy Notice**

We may update this Privacy Notice from time to time.

Any changes will be published on our website and the latest version will always be available there.