



VERNER WHEELOCK

Excellence in food industry training

Brewery Lane Studio, Unit 2
2 Belle Vue Square, Broughton Road
Skipton North Yorkshire BD23 1FJ
T: 01756 700802
E: office@vwa.co.uk
www.vwa.co.uk

Privacy Policy

This privacy policy sets out how Verner Wheelock (VWA) uses and protects any information that you give VWA when you use this website. VWA is committed to ensuring that your privacy is protected. 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. VWA may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 24/05/18.

What we collect

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers
- If you have contracted our services as an ethical audit provider, our auditor will require access to information such as payroll, company policies, work schedules and employee records during the audit. This information will be treated with strict confidentiality and will only be used for the purposes of preparing an audit report. The records are not taken off site, copied or reproduced in any other way. If your data protection policy requires a worker's permission before sharing their information with a third party, you may wish to ask them to complete a Data Protection Waiver Form, available on request.

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.
- For ongoing business purposes
- Records of courses undertaken and examination results achieved
- 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 you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, SMS or mail. 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 and managerial procedures to safeguard and secure the information we collect online.



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How we use cookies

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 automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

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.

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 that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- 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 office@vwa.co.uk or by clicking the 'unsubscribe' link on any of the marketing emails you are sent. Please note that it may take up to 4 weeks for your preferences to be registered.

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. You may request details of personal information which we hold about you under the Data Protection Act 1998/General Data Protection Regulation (GDPR) EU 2016.

If you would like a copy of the information held on you please write to:

Verner Wheelock, Brewery Lane Studio, 2 Belle Vue Square, Broughton Road, SKIPTON , North Yorkshire BD23 1FJ
Or email office@vwa.co.uk.

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. We will promptly correct any information found to be incorrect.



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General Data Protection Regulation (GDPR) Privacy Statement

At Verner Wheelock we take the safeguarding of any data we hold about you very seriously. We have prepared this Privacy Statement to inform you of the type of information we hold about you, why we need it and what we do with it.

The type of personal data we hold

Contact details i.e. Your name, job title, company name and address, work email, work telephone number and mobile number (if you have provided it). Training courses you have taken, and examination results achieved.

Why we hold this data

We need this information to be able to communicate with you effectively as a business partner. To send information about courses and examinations and to send invoices.

Who sees this data?

Only employees of and trainers at Verner Wheelock have access to this data. We do not share your details with any third parties – with the exception of the appropriate examination boards who require your name and/or date of birth for registration and certification processes.

Data 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 and managerial procedures to safeguard the data we hold. Our client and financial databases are password protected and stored on a secure server. We will keep examination records for six years and ethical audit working papers for a minimum of five years from first audit. Paper records are shredded and electronic records permanently deleted.

How to access any information we hold

You can request to see a copy of your data record at any time by writing to us at **Verner Wheelock, Brewery Lane Studio, 2 Belle Vue Square, SKIPTON, North Yorkshire BD23 1FJ** or emailing **office@vwa.co.uk**. 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. We will promptly correct any information found to be incorrect.

You may unsubscribe from marketing emails at any time by clicking the appropriate link. You may also request removal of your personal data from our general contact database. We will advise you of any instance where this is not possible and advise you why.

Version 9
29th June 2022