

# Privacy Policy

20/20 Business Insight Ltd act as a data controller for the purposes of the EU General Data Protection Regulation (GDPR) 2018. We are fully compliant with the regulation and ensure we fulfil the protection that the regulation affords you.

This privacy policy explains how 20/20 Business Insight Ltd uses and protects your personal data. 20/20 Business Insight Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

## **Who are we?**

20/20 Business Insight Ltd is a provider of Project Management Training, Corporate E-Licenses, Competency Management and Consultancy Services.

20/20 Business Insight Ltd is a limited company registered in Scotland with Registration Number SC222955. Our Registered Office address is Elevator Business centre, Endeavour Drive, Arnhall Business Park, Westhill, Aberdeenshire AB32 6UF United Kingdom.

20/20 is registered with the Information Commissioner's Office on the public Data Protection Register with Registration Number Z2103781. For queries in relation to data protection, email [dataprotection@2020projectmanagement.com](mailto:dataprotection@2020projectmanagement.com)

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

We obtain information about you when you enquire with us, book onto one of our training programmes or are booked onto one of our training programmes by a third party such as your employer. For example, when you register on our website, when you are registered to study for a qualification or onto one of our training programmes and when you attend an event or conference and submit your business card.

## **What types of information do we hold?**

The information we collect might include your name, address, email address, phone numbers and data on your progress and achievement of our training programmes. We will store information on the products and services you hold or have shown an interest in.

## **Why do we collect your information?**

We only use your information in accordance with the law. This gives us various powers to use your data. The reasons we may collect and store your personal data include, but are not limited to:

## **Entering into a Contract of Services**

To provide our services to you, we require to obtain certain personal information such as name, address, telephone number, email address and employer. Collecting and using your data will mean we are able to manage your qualification & training history, process any orders or requests you have and to provide you with relevant and topical information relating to your interests.

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When paying for one of our services, if you pay us by debit or credit card we will not record your card or account details. 20/20 Business Insight Ltd complies with the requirements of the Payment Card Industry Data Security Standard ("PCI DSS") Version 3.2. The PCI Security Standards Council ("PCI SSC") representing card schemes, Visa, MasterCard, American Express, Discover Card, and JCB, produces and maintains the security standards. Our Merchant ID is 520334502202328.

### **Training Partners**

In order to register individuals onto courses via our accredited training associations, information needs to be shared with these organisations. Depending which training course, you are booked onto, we may share your information to qualifications bodies such as, but not restricted to, The Association for Project Management (APM), The Engineering Construction Industry Training Board (ECITB), City & Guilds, The Chartered Management Institute (CMI), Project Management Institute (PMI) and funding bodies such as the Skills Funding Agency. When we share information with governing body third parties, we disclose only the personal information that is necessary to deliver the service and we require them to keep your information secure and not to use it for their own direct marketing purposes.

### **Marketing**

We will use the contact information such as email addresses to send our customer relevant marketing material. We do contact our customers to tell them about services they have requested to be contacted about, to provide additional information or to check our records are correct and up to date.

We do not rent or trade any personal data for the purpose of marketing with any other organisation or business.

We use third-party providers, AccessPlanit and Sendgrid, to deliver our mailshots and newsletters. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see AccessPlanit's and Sendgrid's privacy notices. You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails.

### **Google Analytics**

When someone visits [www.2020projectmanagement.com](http://www.2020projectmanagement.com) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

### **Use of 'cookies' and automated decision making**

Like most websites, 20/20 uses 'cookies'. Cookies are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. Cookies make it possible for your browser to remember your setting and preferences. Cookies also collect statistical data about your browsing and do not identify you as an individual. This helps us to improve our website and deliver a more personalised service for you. We also use cookies to provide tailored advertising to you on other websites. We do not pass on your personal details to others in this way. It is possible to switch off cookies in your browser preferences.

We do not have systems that use your information for automated decision making.

## **IP addresses**

An internet protocol (IP) address can allow us to track which organisations visit our webpages. We may use software to plan our services and provide information on what topics specific organisations may be interested in. 20/20 will not match IP addresses to an individual.

## **Who has access to your information?**

Staff of 20/20 have controlled access to your information to enable us to provide you with services.

We do not sell or rent your information to third parties. We do not share your information with third parties for them to market to you.

## **Your Rights**

You have a choice about whether and how you wish to receive information from us. You will be asked to make your preferences clear when we collect your information. For most users, this will be when they register online or when you complete a booking form. You may also choose to tell us which subjects most interest you and this can be used to tailor your online experience and in communications to you. The accuracy of your information is important to us.

You have various legal rights over your information which we will always respect. Further detail is available from the Information Commissioner on their website [www.ico.org.uk](http://www.ico.org.uk)

## **How do we protect your data?**

We take several steps to protect your data. This includes robust IT security. All staff receive data protection training and our premises are secured. We have contracts with providers requiring them to protect your information. If we transfer your data outside of the EU we will ensure that extra checks are in place.

## **Links to other websites**

Our website may contain links to websites run by other organisations. This statement applies only to our site and we are not responsible for the policies and practices of other sites.

## **16 or Under?**

We particularly wish to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission before you provide us with personal information.

## **Review of this statement**

We keep this statement under review as part of our overall General Data Protection policy. It was last updated in May 2022 with the next review being April 2023.

Should there be any queries regarding the information provided in this statement, please contact [enquiries@2020projectmanagement.com](mailto:enquiries@2020projectmanagement.com)