

# MTCS Privacy Policy

**MTCS (UK) Ltd** (MTCS) strives to ensure the protection of your personal information through responsible practices.

In accordance with the General Data Protection Regulation (GDPR), we have updated our privacy policy to inform you of the type of data we hold for you and your rights regarding your data.

## DATA PROTECTION PRINCIPLES

Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- processing is fair, lawful and transparent
- data is collected for specific, explicit, and legitimate purposes
- data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- data is not kept for longer than is necessary for its given purpose
- data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- we comply with the relevant GDPR procedures for international transferring of personal data

## 1. PERSONAL INFORMATION COLLECTION

We keep several categories of personal data depending on the services that have been requested.

**MTCS Online** - When you register to use MTCS Online, as part of the registration process you will be asked to provide us with the following personal information:

your full name  
your email address  
your date of birth  
and employer (if applicable)

A telephone/mobile number may be requested from you as a form of contact along with your email address.

Additional personal data provided for assessment and verification purposes will be kept in order to carry out effective and efficient processes. This additional information will have been supplied voluntarily by you or on your behalf by your employer/representative/assessor.

This may include:

job role  
appraisals  
work records  
essential knowledge reports  
cv's  
qualifications  
log book entries  
medical and survival certificates  
witness statements  
completed competences  
online course completions  
practical portfolios inc assessments  
signatures

**MTCSUK Website** - When you submit a contact request to MTCS via our website you will be asked to provide us with the following personal information:

your full name  
your email address  
your contact telephone number

This information is used to contact you in relation to your request.

All personal information/data collected by MTCS is done so exclusively with your consent or the consent of your employer or representative, by means of the purchase of our services, an email request received from you or your employer or representative or a contact request form completed by you via our website.

No information is collected automatically.

All information/data we hold on you will have been sent to us by you or your employer/representative/ or assessor on your behalf.

## 2. USE OF YOUR PERSONAL INFORMATION

The personal information provided by you/your employer/representative/assessor is used by MTCS for the purposes defined at the time of the collection or a use that complies with these purposes.

We will make contact with you by telephone or email solely for the purpose of providing information in respect of your MTCS online account or in relation to your or your employer/representative/ assessors request.

We do not share your information with any third parties without your permission.

We use your personal information to appropriately process your requests and/or as a form of identification when you contact us.

In relation to MTCS Online account requests/purchases we will present you with the information you need to access the site and your account.

The information you provide make your visits on our sites possible.

## 3. WHAT IS THE LEGAL BASIS FOR USING YOUR PERSONAL DATA

GDPR states that we need to notify you of our lawful reason for using and processing your data and our lawful basis for this is as follows

**MTCS Online** - To manage and **to perform our contract with you**. MTCS also have a **legitimate interest** in ensuring that the training, assessment and verification services we provide are undertaken following efficient and effective processes and are in line with industry guidelines and standards. MTCS use your personal data to comply with these processes.

We will only share your data with your employer/representative/assessor unless you have given us consent to share your current grade/s and competence certificate/s with other company representatives within the Industry.

**MTCSUK Website** - By sending your contact request into MTCS via our website submission forms you are providing your **consent** for MTCS to make contact with you. MTCS also have a **legitimate interest** in ensuring that we provide you with the best products and services to meet your requirements.

MTCS does not share your information and only uses your personal data to comply with these processes.

## 4. SHARING OF YOUR PERSONAL INFORMATION

We take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you or your employer/representative have requested from us.

**MTCS Online** - If you have granted us the permission to, we may share your personal information, current grade/s and competence certificates with companies/company representatives within the Industry in order to assist your career progression. If you are happy for MTCS to share your information with relevant parties please log into your MTCS Online account, select **Edit Profile** and tick the box under the **Permissions** section. This will give us permission to share your current grade/certificates with Industry companies when asked. Your consent can be withdrawn at any time by unticking this box.

We will not, in any circumstances, share your personal information with other individuals or organisations outside the Industry without your permission, including public organisations, corporations or individuals, except when applicable by law. We do not sell, communicate or divulge your information to any mailing lists.

The only exception is if the law or a court order compels us to. We will share your information with government agencies if they need or request it.

## 5. STORAGE AND SAFETY OF YOUR PERSONAL INFORMATION

We store your information ourselves. In addition, we use and apply the appropriate security measures to preserve the confidentiality of your information.

## 6. HOW LONG DO WE KEEP YOUR DATA

MTCS need to keep your personal data long enough to make sure it can satisfy its legitimate and legal obligations and act as evidence in respect of its processes. We will keep your information long enough to ensure that, if a query arises we have enough information to deal with it.

To meet this aim, most of the information we hold will be kept Indefinitely from the end of assessment. However, some information may be kept for less time depending how long we feel we need to meet our obligations

## 7. 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 webpage traffic and improve our sites in order to tailor it to customer needs. We only use this information for statistical analysis purposes and in an anonymous form.

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 site.

## 8. LEGAL PROTECTION

All personal information you supply is protected according to the Data Protection Act - The EU General Data Protection Regulation (GDPR) applies from 25 May 2018. This means that you are entitled to know when the information is collected and to be informed of the purpose of such collection, but also access said information. We are legally bound to save all personal information you provide for at least five years after its use so that you may reasonably access them. After that time, your personal information may be destroyed. However please see 6 above 'How long do we keep your data'

## 9. YOUR RIGHTS

You have rights under data protection law that you can exercise against MTCS but these do not apply in all circumstances. You can exercise those rights free of charge except in very limited circumstances, which will be explained to you if relevant. Here are short descriptions of your rights:

**Right of access** – you have a right to request access to your personal data, to obtain confirmation that it is being processed, and to obtain certain information about how it is processed.

**Right to rectification** – you have a right to ask for your personal data to be rectified if it is inaccurate, and completed if it is incomplete. In certain circumstances we can refuse the request for rectification and the reasons why will be explained if it is the case. Where your personal data in question has been disclosed to organisations, they must be informed of the rectification if possible.

**Right to be forgotten (erasure)** – in certain circumstances, you can ask to have your personal data erased. It is unlikely to be possible to accept your request if, for example, MTCS has a legitimate interest/duty to retain or process your information.

**Right to restriction of processing** – you have a right to request the restriction or suppression of your personal data in some circumstances. This includes when you contest it as being inaccurate (until the accuracy is proved); if you have objected to the processing (when it was necessary for legitimate interests) and MTCS is considering whether its legitimate interests override your own; if you consider that the processing is unlawful (and if this is true) so that you can oppose erasure and request restriction instead; or if MTCS no longer need the personal data for the purposes they held it but you require one or both of them to continue to hold it to establish, make or defend legal claims.

**Right of portability** – this right only applies to information you have provided, you have the right to move, copy or transfer your personal data to another organisation or to yourself. This right is only relevant if personal data is being processed based on a consent (or for performance of a contract) **and** is done automatically. This right is different from the right of access and the types of information you can get under the two separate rights may be different. Using the data portability right, you cannot get all the personal data you can get using the right of access.

**Right to object** – in certain circumstances, you have the right to object to certain types of processing of your personal data when it is based on legitimate interests, when it is processed for direct marketing (including profiling relevant to direct marketing) or when it is processed for the purposes of statistics. However this may not be relevant if MTCS have compelling legitimate grounds for processing

**Automated decision making** – Some of our distance learning courses use automated decision making, but solely on the first section. This automated decision making is based on answers you have given to multiple choice questions, made after you have worked through the training material/course content. This demonstrates your knowledge and understanding and is necessary to progress to the second section of the course.

For more information about all these rights, and how to exercise them please contact MTCS at email: [enquiries@mtcs.info](mailto:enquiries@mtcs.info) or telephone 015394 40200

**Information Commissioners Office (ICO)** - If you have a complaint we hope that you would allow us to try and resolve it for you first however if this has not been possible you have the right to raise the matter directly with the supervisory authority, the Information Commissioner's Office who can be contacted on 0303 123 1113. You may be asked to provide proof of identity when making these requests.