



Power BI Consultants
and Trainers

MSH CONSULTANCY

T/A M S HALE & E M HARTON - VAT GB263924683

Customer Privacy Policy - 2022

MSH Power BI training portal & website takes the privacy of our customers and stakeholders very seriously and is committed to protecting the personal information that they share with us through our business activities and fair and transparent processing. The Privacy Policy sets out the way we will manage and secure any personal data that is supplied to us by our customers and stakeholders.

Please read this policy carefully as it contains information on the following.

- Who is MSH's Data Controller/Data Protection Officer and their contact details?
- The information we collect about you
- How we will use your information
- Our legal/contractual basis for progressing your data
- Who receives your information?
- Where your information is stored and how it is kept secure
- Any transfers to 3rd countries and safeguards in place
- How long your information will be held
- Your rights
- How to make a complaint to us and our supervisory authority

Who are we? For the purpose of the **General Data Protection Regulations (GDPR)**

MSH acts as the processor and controller dependant on the business area.

MSH offer fully funded and privately funded training programmes.

If you have any queries about this policy, how

- we use/process your personal data
- to exercise your rights with regards to rectifying data, erasing data,
- your right to object,
- your right to restrict progressing,
- your right to access and/or your right to data portability.

If you have any questions about how we use / manage your personal data, please email martynhale@mshconsultancy.com our Data Controller/Data Protection Officer.



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What information do we collect?

In providing you with our training services we will collect and store any personal information that you provide to us. We will keep a record of the following information in relation to your personal data.

- Your name
- Job title
- Email address
- Telephone number
- Disability, additional learning needs or health requirements (in order to provide our services).

When you interact with:

- digital platforms
- create an online account
- register to receive marketing communication from us
- fill in one of our forms online or offline or directly provide us with your personal information we may collect and store any personal information that you provide. We may use this information to provide services you request from us to carry out profiling and/or statistical research.

Why do we need to collect your information?

We collect your information so we can provide you with our most appropriate services as a customer or as a stakeholder of the company. All personal information you provide us with will be recorded, used, and protected by us in line with relevant data protection legislation and GDPR.

In general, we will use your information for the following purposes:

- To administer and provide services you request or have expressed an interest in
- For internal record keeping and progress tracking against the services we provide
- To communicate with you about the services you request or express an interest in
- To personalise and/tailor any communications that we may send you.
- To gather feedback on our services
- For profiling purposes to assist with statistical research



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We may also share your information for legal reasons if we believe in good faith that access, use, preservation, or disclosure of the information is necessary to:

- Meet requests from government bodies, law enforcement agencies in relation to any investigation to aid with the detection and prevention of any unlawful activity.
- Detect or prevent fraud, security, or technical issues.
- Assist other third parties in legal proceedings

Marketing

We like to keep our customers up to date with the products and services that we offer and to communicate opportunities which may be of interest to you. To enable us to do this, please email support@power-bi-training.co.uk with '**OPT-IN**' in the subject line. If you wish to be removed from our mailing list, please email support@power-bi-training.co.uk with '**OPT-OUT**' in the subject line.

How long do we keep your personal data?

We will retain personal data in line with contractual requirements; we are obliged to retain customer data for five years.

Where do we store your personal data and how is it protected?

We take all reasonable steps to protect your data. We have a range of procedures in place to deal with suspected security breaches. Further policies regarding how MSH manage Information Security are available on request.

The safety of your personal information

We take the safety of your information extremely seriously and work hard to ensure that it is protected from unauthorised access. We have appropriate firewalls and protection in place on the databases holding your personal data and this information is only accessed in line with the company's **Access Control Policy**.

We will not sell, distribute, or lease your personal data with any third parties unless we have your explicit permission, or we are required by law to do so.

You may request details of the personal data which we hold about you by emailing us at support@power-bi-training.co.uk



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Cookies

As with many other websites, we utilise standard technology cookies on our website. A cookie is a small file which asks permission to be placed on your computer. These files help us analyse web traffic on each visit to our site. These cookies help us analyse data about our website and improve our website in order to ensure that we continue to meet the needs of our customers. We only use this information for statistical analysis purposes and then the data is removed from the system.

You can choose to accept or decline these cookies through your web browser settings to decline cookies if you prefer, however this may affect your use of the website.

Your rights

Under the GDPR, you have various rights with respect to our use of your personal data. These are listed below.

- The right to access the information we hold about you
- The right to rectify any information which we hold about you
- The right to request the deletion of your personal data that we may hold
- The right to object to the processing of your personal data
- The right to restrict the further processing of your data
- The right for data portability

To exercise any of these rights please contact us at support@power-bi-training.co.uk

Complaints

If on any occasion you feel that your rights have been breached, and we have been unable to resolve your issue, you are able to log a complaint to the **UK Information Commissioner's Office**. For more information on this please visit <https://ico.org.uk>.

Changes to our Policy

Please check our website regularly for any updates or changes to this policy. This policy will be reviewed at least annually.

MSH Consultancy's **Data Protection** registration number is ZA022648 - you may request to see our current certificate as instructed above.

January 2022