



Understanding Work, Understanding People™

Data Protection & Privacy Policy

Revision 3 – 21/03/2012

1. Preamble

- 1.1 The Work Practice Ltd is registered with the Information Commissioner under the Data Protection Act 1998. We comply with the Data Protection Principles set out in the Act with regards to content, use, storage and security of information.
- 1.2 This privacy policy sets out how The Work Practice Ltd uses and protects any information that you give us through our website or any other means.
- 1.3 We believe that privacy and trust are fundamental requirements for successful client relationships. We respect our Clients' privacy - we don't refer to them by name on our website, in our promotional materials, or in our education programmes without their expressed permission.
- 1.4 The Work Practice 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.
- 1.5 The Work Practice Ltd may change this policy from time to time by updating this document. You should check this document periodically to ensure that you are aware of, and satisfied with, any changes. This policy is effective from 21/03/2012.

2. Additional Policies and Documents

- 2.1 Our Client Confidentiality Policy (CCP), adhered to by all employees and Associates, is made available to our clients. The CCP regulates and limits the sharing of client information between Associates; safeguards against conflicts of interests arising; and promotes client confidence and trust. It is applicable to all our services and practices, including our own peer practice review sessions.
- 2.2 Additionally, The Work Practice Ltd employees and our Associates have to adhere to their own professional bodies' codes of conduct, ethics and practice. Some of the services we provide also have their own associated codes of practice, with adherence necessary for registration and licensing purposes. These codes may entail additional, relevant confidentiality and privacy controls.

- 2.3 Our 'Website Terms & Conditions of Use' policy should also be read in conjunction with this policy. All relevant policies are made available in the Client Area of our website or upon request.

3. What we do and don't collect

We may collect the following information:

- your name and job title
- your contact information, including email address
- demographic information such as postcode, preferences and interests
- other information relevant to surveys and/or offers

We do not collect or store:

- any financial details such as credit card or bank account details

4. What we do with the information we collect

- 4.1 We collect the information in 3 above to understand your needs and provide you with a better service, and in particular for the following reasons:
- Internal record keeping.
 - Education and Training Workshop registration and administration.
 - 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 which 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, fax or mail.

5. Security

- 5.1 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 you submit online and elsewhere.

6. How we use cookies

- 6.1 Please refer to our 'Website Terms & Conditions of Use' policy, section 8, regarding the use of 'cookies' on our Website.

7. Controlling your personal information

7.1 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 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 admin@theworkpractice.co.uk

7.2 We will not sell, distribute or lease your personal information to third parties unless we have your expressed permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

7.3 You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee of £10 will be payable. If you would like a copy of any information that we may have about you please write to:

Data Protection Control
The Work Practice Ltd
83 Princes Street
Edinburgh
EH2 2ER.

7.4 If you believe that any information we have about you is incorrect or incomplete, please write to or email us as soon as possible, at the above addresses. We will promptly correct any information found to be incorrect.

8. Disclaimer

8.1 This Data Protection & Privacy policy is not intended to, and does not, create any contractual or other legal rights.

9. Contact Details

9.1 The Work Practice Ltd is a private limited company registered in Scotland SC403076.

9.2 The Work Practice Ltd's registered office is at 83 Princes Street, Edinburgh, EH2 2ER.

9.3 The Work Practice Ltd is registered for VAT purposes and its registration number is 116 2569 22.

9.4 If you have any queries relating to our Data Protection & Privacy Policy please contact admin@theworkpractice.co.uk or telephone 0844 809 2557.

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