Privacy policy for WPS

We do not share your information with any partner organisations or third parties. This privacy policy explains how we use any personal information we collect about you when you use this website, make an enquiry or become one of our students.

**What information do we collect about you?**

We collect information about you when you make an enquiry about our services and when you book a course or service with us. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions and voluntary placements. This is limited to address, name, date of birth, occupation, language skills, unspent convictions (treated as sensitive data for the protection of our staff and clients) and educational level. If a refund is required we will collect payment information. We do not store payment information once payment is made. Our bank (HSBC UK) automatically stores the sort code and account number of anyone to whom we make a payment for approximately 12 months. Website usage information is collected using cookies.

**How will we use the information about you? (Lawful processing)**

We collect information about you to fulfil our contractual obligation to you, that means, to check that you fulfil the entry requirements of our courses and to deliver the services and products you have booked. We also contact you by email or telephone about any relevant courses you have requested information about.

When you sign up to a voluntary experience placement we will pass your name, phone number and email onto the lead planner or clients but this will be made clear to you in the application form.

In processing your order, we may send your details to fraud prevention agencies but only where we have a legal obligation.

**Marketing & Ongoing Information about our Industry**

We use ‘legitimate interest’ as a basis of continuing to process the name, email and student numbers of our graduates indefinitely because we know it takes a long time to get established in your new career. This means we feel it is in your interests to be kept informed of career and knowledge enhancement tools and for us to be able to verify that your certificates are genuine when asked for a reference by your future employers or clients (we will also ask for your permission at the time) and we have carried out a risk assessment determining that we satisfy the GDPR rules set by the EU. If you make an enquiry with us, we would like to send you information about products and services of ours which may be of interest to you. This includes information on voluntary work experience placements. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes or for other legitimate purposes. If you no longer wish to be contacted for any purpose, please click here.

**Access to your information and correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the address below. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

**Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

**Other websites**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

**Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 29th November 2018

**How to contact us**

Please contact our data officer if you have any questions about our privacy policy or information we hold about you: admin@theweddingplannerschool.org.uk or WPS, The Lodge 23d Beulah Road, Tunbridge Wells, TN1 2NS.