



Privacy Statement

Who we are

At Cordie Ltd we do all we can to respect your right to privacy and the protection of your personal information. This is a statement of what we do with your information in order to run our business and provide our customers with products and services.

Summary

This privacy statement sets out how we use and protect any information that you give us when you use this website. It applies to data shared online, stored in our computer system or in hard copy.

The personal data, in any format, that we collect, and hold is important to us and is handled in accordance with this Statement. We are committed to ensuring that your privacy is protected. Where we ask you to provide information by which you can be identified when using our website, or any of our services, you can be assured that it will only be used in accordance with this Privacy statement. We will always explain clearly what data we are collecting about you and why. We will only collect data we need to give you a better experience; to improve and deliver our services to you; and to meet our responsibilities to you.

The basis for processing your information and how we use it

We will only use your personal information where one of the following applies:

- You have given us your **consent to contact you**, such as sending you marketing communications or information about third parties which we think you may find interesting. You can withdraw your consent anytime by contacting us on 01590 676787;
- It is necessary for **performing a contract** that we have with you;
- For our own (or a third party's) **legitimate interests** provided your rights do not override these interests, such as:
 - Fraud prevention
 - Sending suitable communications to you



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- Monitoring and improving our products and services
- Enhancing the learning experience
- Managing the data that we hold
- To comply with a **legal obligation**.

Your personal information will only be used for the purpose or purposes for which it was collected. It will not be sold, shared, or distributed to third parties unless we have your permission or where it is necessary for one of the reasons listed above.

The information we use

We may collect the following information from you when you enrol as a student, book courses, complete feedback or booking forms, provide services to us, or purchase goods or services from us:

- Your name, gender and date of birth
- Addresses (home & work), contact telephone numbers and e-mail addresses (home, work & mobile)
- Credit/debit card and/or bank details
- Employment status
- Career details – current role, job description, salary and any previous employment(s)
- Company name, address and contact information
- Current qualifications and education history details
- Assessment information (e.g. exam results)
- Training undertaken as part of CPD
- Progress/scoring of online self-assessment tools
- Progress/scoring of online competency tools
- CIPS membership details

Sensitive data that we may collect (including Special Category data as defined by GDPR):



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- Medical history/evidence (special requirements) where this is required for reasonable adjustments, special consideration, exam deferrals, or accommodating your attendance at study centre courses.
- Information that you provide us when applying for special consideration or to defer an exam booking.

Where we get this information from

We collect information from you, for example, when you:

- Make an enquiry with us
- Submit an enrolment or booking form, or to sit an exam
- Book onto a study centre/training course
- Purchase course books and/or other learning materials
- Choose to upload your information on to our Virtual Purchasing Academy (VPA)
- Use our website www.cordie.co.uk

We may also collect information about you from third parties, such as:

- Your employer or sponsor (e.g. where you have enrolled as one of our students on a professional qualification)
- Partners that we work with such as the Chartered Institute of Procurement and Supply (CIPS)

What we do with this information

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- To respond to enquiries
- To enable your access to the Virtual Purchasing Academy (VPA)
- To fulfil our obligations arising from any contracts entered into between you and Cordie Ltd and for the general management of the same – including the products and services we offer
- To administer and manage the examination booking and assessment processes



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- To organise and deliver training courses
- To process payments from or to you/your employer or sponsor
- To maintain CPD records (where appropriate)
- To provide you with student updates (e.g. availability of revision webinars)
- To invite you to complete a feedback form for one of our courses/products/services
- To allow us to monitor progress statistics as a basis for continuous improvement of our website and Virtual Purchasing Academy
- To monitor and improve our products and services
- To meet health and safety and security requirements where you attend a training course or examination
- To verify your identity
- To enable us to track system use by user
- Internal record keeping
- To periodically conduct quality checks on the data we hold on you.

Your rights

You can ask us to make changes in how your data is handled and we will respond promptly should a request be made. You have the following rights over the personal data about you that we are holding and processing:

- **Right to be informed:** this statement provides you with information in relation to how your data is processed. This ensures that we are transparent about what we will do with the information you supply to us.
- **Right of access.** You may request details of personal information which we hold about you under the Data Protection Act 2018 and the General Data Protection Regulation. This is called a Subject Access Request. Further information on this process and how to apply may be obtained by contacting our main office line on 01590 676787.
- **Right to request information held is accurate and how to update it.** If you believe that any information we are holding on you is incorrect or incomplete, please email us at info@cordie.co.uk and we will respond as quickly as possible.



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- **Right to erasure.** In certain circumstances, you may ask us to delete information about you and stop processing or publishing it (often called the Right to be Forgotten).
- **Right to object to the processing that is likely to cause you damage or distress.** Where you challenge the accuracy or lawful processing of your information, we will consider this.
- **Right to receive an electronic copy of any information you have consented to us holding known as data portability.** You can ask us to provide the personal data about you we hold, securely and in a machine-readable format, so it can be moved, copied or transferred to be used across different services or for you to give to another organisation.
- **Right to object.** We will ensure that we have the right consents in place for sending you information. You can unsubscribe from our mailings and remove your details at any time. If you wish to stop receiving communications from us, you can do so by contacting 01590 676787 or by emailing info@cordie.co.uk.
- **Rights related to automated decision-making.** If there is additional profiling based on the information we hold, then you can object to us making decisions about you based on such processing.

Recipients with whom we may share your data

- Agents and organisations contracted to perform business functions on our behalf for the purposes of delivering products/services to you
- Regulatory bodies (where necessary for regulatory/audit requirements)
- Third party IT and payment processing providers
- Third party analytical services
- Your employer or sponsor – we will only share information about you with your consent.

We may publish or share anonymised statistics under the condition that no personally identifiable information can be derived from such statistics by third parties.



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How long we keep your information

Cordie Ltd has a variety of obligations to keep the data that you provide. These include ensuring that transactions are processed correctly, identifying fraud, and complying with any laws and rules that apply to us and to our service providers. We will not hold your data for longer than is necessary. We hold the information that you provide to us while you are an active, registered student and when you register for our services. Even when you have completed your studies with us, we may keep certain data (such as student information required of us by professional bodies) to meet our obligations but for no longer than required or permitted by law.

Security

We have a comprehensive email security policy in order to prevent unauthorised access or disclosure; all incoming and outgoing email is scanned by multiple security systems before being accepted or sent out. These security systems will block and hold messages that contain viruses or malware, spam messages, or any other inappropriate content. Where appropriate, senders will be informed that their message has been held by our systems and if held in error, the message can be released and sent successfully.

Unfortunately, no data transmission or storage system is completely secure. If you feel that the security of your account or interaction with us has been compromised, please contact us immediately. If such a disclosure does occur, we will contact you as soon as possible to explain what has happened and take all steps required of us to meet our obligations under the GDPR.

A note on links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that website. Therefore, we cannot be responsible for the protection and privacy of any information you provide while visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.



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Complaints process

If you wish to make a complaint about how we have processed your personal information, and we cannot resolve it, then you have the right to lodge a complaint with the Information Commissioner's Office:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

This statement applies to all the operating divisions of Cordie Ltd. We reserve the right to amend the GDPR statement from time to time. You should check this page from time to time to ensure that you are aware of any changes.

Andrea Reynolds
Managing Director, Cordie Ltd



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