



ADM Plant Training Ltd – Privacy Policy

1. Policy Statement

ADM Plant Training Ltd is committed to protecting the privacy of all learners, employees, contractors, and visitors. We handle personal information responsibly, securely, and in accordance with data protection legislation, including the UK GDPR and the Data Protection Act 2018.

We collect and process personal information only for legitimate business purposes, including training delivery, certification, safety compliance, and communication. We aim to ensure that all individuals understand how their information is used, stored, and protected.

No employee, learner, contractor, or visitor will be treated less favourably due to exercising their data protection rights.

2. Information We Collect

ADM Plant Training Ltd may collect the following types of information:

- Personal details (name, address, contact number, email)
- Training-related information (course bookings, assessment results, competency records)
- Employment-related information (for staff and contractors)
- Payment information (processed securely through approved third-party providers)
- Technical data (IP address, browser type, device information)
- Cookies (session identifiers used to maintain secure website functionality)

Information is collected only where necessary for training delivery, certification, safety, legal compliance, or communication.

3. How We Use Your Information

We use personal information to:

- Deliver training and assessment services
- Maintain accurate learner and certification records
- Communicate with learners, clients, and awarding bodies
- Process payments securely
- Ensure compliance with awarding-body and legal requirements
- Improve our services through feedback and optional surveys
- Maintain safety, security, and operational standards

Information is **never sold** or shared for external marketing purposes.

4. Cookies

Our website uses cookies to ensure secure and reliable operation of booking systems and online forms. These cookies contain only a temporary session ID and are deleted automatically when your session ends.

Disabling cookies may affect website functionality.

5. Surveys & Feedback

ADM Plant Training Ltd may invite learners or clients to complete optional surveys. These help us improve our services and maintain compliance with awarding-body standards.

Survey responses may be aggregated and shared with third parties, but never in a way that identifies individuals.

6. Third-Party Services

We may share limited information with trusted third parties, including:

- Awarding bodies (e.g., NPORS)
- Payment processors
- Website service providers

- Regulatory or auditing organisations

Information shared is restricted to what is necessary for certification, compliance, or service delivery.

We do not control the privacy practices of external websites linked from our own site.

7. Security

ADM Plant Training Ltd takes reasonable steps to protect personal information from loss, misuse, or unauthorised access. All training records, assessment documents, and learner information are stored securely and accessed only by authorised personnel.

However, the internet is not a fully secure medium, and we cannot guarantee absolute security of data transmitted online.

8. Individual Rights

Under data protection legislation, individuals have the right to:

- Access their personal information
- Request correction of inaccurate data
- Request deletion of data where legally appropriate
- Object to certain types of processing
- Request restriction of processing
- Request data portability

Requests can be made by contacting andy@admplanttraining.co.uk.

9. Reporting Concerns

Any individual who believes their data has been mishandled or used unfairly is encouraged to report the matter to management. All concerns will be handled sensitively, investigated promptly, and resolved fairly.

Individuals also have the right to raise concerns with the Information Commissioner's Office (ICO).

10. Policy Changes

ADM Plant Training Ltd may update this policy periodically. Any changes will be published on our website and within our policy pack with an updated revision date.

Signed: *A D Morgan*

Director

ADM Plant Training Ltd

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