

IDC Privacy Policy

This document outlines how we collect, store and use your data at IDC. By “we”, we mean IDC, which is the trading name for Inkberrow Design Centre, Cedar House, Britten Street, Redditch, B97 6HD.

The information we collect on you includes...

- Your email address
- Your first name
- Your second name
- Your address
- Your phone number

If you have subscribed to the newsletter we collect only the following information

- Your email address
- Your first name
- Your second name

We only collect information in line with relevant legislation and this may relate to any of our products or services you apply for, such as courses.

How We Use Your Information.

We only use your information for the following

- Prove your identity
- Ensure eligibility for courses or products
- To carry out your instructions
- To add to our newsletter If you have chosen to subscribe (we also use a double opt-in procedure to ensure you are the one signing up to the newsletter)
- For product and service improvement
- To share with other organisations. However this information is only shared if necessary, such as with Worcestershire County Council and Workers Educational Association, to ensure funding eligibility or identity checks.

How long do we keep your information for?

We will keep your information for as long as you have a relationship with us. After that ends, we keep it stored securely for legitimate reasons, such as fraud investigations, audits, identity checks. Information is stored in compliance with UK data protection laws. We also remove all data on customers if they request to unsubscribe from the newsletter or other services.

Who you can complain to

Before making a complaint you have the right to raise a Subject Access Request (SAR). This enables you to find out what information IDC stores on you.

Please click on this link to find out how to raise a Subject Access Request (SAR)

<https://ico.org.uk/for-the-public/personal-information/>

If you think your data is not being processed in accordance with UK law, you have a right to complain to the Information Commissioner's Office (ICO). The link to the ICO is here – please click on it to open the ICO's website <https://ico.org.uk/for-the-public/>

To find out more about the new Data Protection Act, or the General Data Protection Regulation (GDPR), click here <https://ico.org.uk/for-organisations/guide-to-data-protection/privacy-notices-transparency-and-control/>

In Summary

We keep and store basic information on you as a customer/student. This information is stored electronically and in a safe online encrypted CRM system. Your first name, second name and email address is the main information we store, which is removed if you unsubscribe or request deletion of your customer details. After then we do not hold any information on you and your details are deleted forever. You have been “forgotten”.

Your Rights.

You have a number of rights relating to your information, e.g. to see what we hold, how we use it, how it is shared, what details we have about you, request deletion, request update of information, etc.