



## Privacy Policy

This Privacy Policy is for the website [www.fetn.org.uk](http://www.fetn.org.uk) and served by the Further Education Tutorial Network (FETN) a company registered in England No: 07207413. FETN seeks to comply with the General Data Protection Regulation (GDPR), and is committed to maintaining the highest possible standards when handling personal information.

This policy explains the type of personal data we collect and how it is stored, used and kept safe. At no time will any personal data held by us be passed to other organisations outside FETN for marketing or sales purposes.

This policy is reviewed on a regular basis and may be subject to change to ensure that the information it provides remains accurate and meets all our regulatory requirements.

### 1: Data collection and the law

#### Consent

In certain circumstances we may ask your consent to process your data. This may occur when issuing newsletters or other marketing information in which we consider you may have a legitimate interest.

#### Contractual Obligations

Personal data may be collected to comply with our contractual obligations, for example when data needs to be transferred to our Regulators or Partners to support their own regulatory or legal obligations.

#### Legal Compliance

This relates to a legal obligation to pass on details of persons who we have cause to believe are involved in any kind of malpractice which we have uncovered in the course of our legitimate business activity.

#### Legitimate Interest

We will collect certain personal data to enable us to carry out our business interests. This information will be limited to what we consider to be reasonable and necessary to pursue those business activities.

### 2: How we collect your data and why

When you visit our websites or agree to the terms and conditions for the use of our products or services we will collect necessary data as follows:

When we receive a booking for a meeting, professional development event or in-house support we will collect personal information relevant for the booking. This will be used to contact you about the booking if we need to clarify anything, issue joining instructions and send you other information relating to the event, network or meeting that you have booked onto.



We will include your name, job title and the name of the organisation that you work for on a delegate list that will be made available to the other people attending the same event, network or meeting.

We may use your personal information to send you details of other professional development events, meetings, support services and products that you may be interested in. If we send you information on other events, networks or meetings you will have the option to “opt out” of receiving future emails or other forms of communication by unsubscribing.

If you participate in FETN projects, or externally funded project work led by FETN, we will collect personal information relevant to the project. In the case of externally funded projects, your name, job title and the name of your organisation may be shared with the funding organisation for reporting purposes.

### **3: Data collection whilst using our website services**

When you make an enquiry through our websites, book on an event or engage with us through social media about the products and services we offer we only collect sufficient information to respond fully to your requests.

Information collected through surveys and cookies is used to improve our products and services for our customers. We will use the information to provide you with further information about our services with your consent. You may review your consent and/or your preferences at any time.

Where you access online products supplied by an IT Company on our behalf, we have agreements with these companies to ensure that we transfer any shared personal information through a secure application programming interface (API).

#### Please Note

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 other website and be aware that we cannot be responsible for the protection and privacy of any information which you provide whilst visiting other websites outside FETN. Other sites are not governed by this privacy policy. You should exercise caution and look at the privacy statement applicable to the website in question.

### **4: Email marketing messages & subscription**

Under the GDPR we use the consent lawful basis for anyone subscribing to our membership or marketing mailing lists. Any email marketing messages we send are done so through an EMS, email marketing service provider. An EMS is a third party service provider of software applications that allows marketers to send out email marketing campaigns to a list of users.



Email marketing messages that we send may contain tracking beacons / tracked clickable links or similar server technologies in order to track subscriber activity within email marketing messages. Where used, such marketing messages may record a range of data such as; times, dates, I.P addresses, opens, clicks, forwards, geographic and demographic data. Such data, within its limitations will show the activity each subscriber made for that email campaign.

Any email marketing messages we send are in accordance with the GDPR and the PECR. We provide you with an easy method to withdraw your consent (unsubscribe) or manage your preferences / the information we hold about you at any time. See any marketing messages for instructions on how to unsubscribe or manage your preferences.

#### **5: How we retain your data**

We will keep your data only for as long as necessary to carry out our responsibilities under the purpose for which it was originally collected. At the end of those periods data will either be permanently deleted or anonymised.

#### **6: How we protect your Data**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have suitable physical, electronic and managerial procedures in place to safeguard and secure the information we collect through our online systems.

We have regularly updated virus and malware protection, and appropriate storage and procedures for both physical and electronic data.

We will not share your email address with other people attending the same event, network or other meeting unless we have your permission to do so.

We will not share your personal information with any third party other than as described in Section 2 relating to externally funded projects.

#### **7: Your individual rights**

Under the GDPR your rights are as follows. You can read more about [your rights in details here](#);

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and;
- the right not to be subject to automated decision-making including profiling.



You also have the right to complain to the ICO [www.ico.org.uk](http://www.ico.org.uk) if you feel there is a problem with the way we are handling your data.

The right to access and obtain a copy of your personal information

You are entitled to request confirmation when we process any of your personal information by asking us to provide you with an electronic copy.

The right to correct your personal information

In certain circumstances you have the right to request that we restrict the processing of your data and/or that your personal data is deleted, however this right is subject to any legal rights or obligations we may have to retain data. For situations where in accordance with the law, we determine that your request to have your personal information deleted should be granted we will do so without undue delay. When making such a request, please bear in mind that once your data is deleted you may no longer be made aware of how FETN can support you in the future. That said, you will be able to re-register with us by emailing [info@fetn.org.uk](mailto:info@fetn.org.uk)

Your right to withdraw consent to be contacted.

You can withdraw consent to be contacted by 'unsubscribe' to the notification or by emailing [info@fetn.org.uk](mailto:info@fetn.org.uk) with your request to unsubscribe from FETN correspondence. Please note that we will need time to update our records so you may receive further communications until this is completed.

If you would like to email us regarding your personal data please be aware that we will ask for some form of identification before we action your request.

Dr Sally Wootton  
Founding Director: FETN