

General Data Protection Regulation Policy

General Data Protection Regulation (GDPR) replaces the previous Data Protection Directives and comes into effect on 25 May 2018.

This document outlines how we collect and use your data and gives you information about your rights.

Who we are?

FROG Software Training Limited is an IT training company based in the UK with a registered address of Halifax House, 4 Station Court, Great Shelford Cambridge CB22 5NE. This privacy policy covers the use of data by FROG. You can contact us at this address or training@frog.co.uk.

What Information do we collect?

We will gather all the information we need to process and complete your training enquiry. Personal data may include for example:

- Name
- Email address
- Postal address
- Billing address
- Card number or other payment method details
- Contact phone number.

When you opt in to receive marketing communications from us

There are several ways you might do this, for example:

- using an online enquiry form;
- using an online feedback form after completion of a course;

You can opt out of email marketing at any time by clicking the **Unsubscribe** link at the bottom of any marketing email, or opt out of any marketing by contacting training@frog.co.uk.

When you contact FROG

We keep records of any communications we have with you so that we offer the best service to you and so that we can refer to them at later date if we need to. As with all sensitive data, we keep these details securely.

What we do with your data?

Primarily we use the data you provide to us to fulfil our contract with you.

We use your:

- Email address to send you course information you have requested from us.
- Delivery/billing address and email address to send you confirmation of the booking and invoices.
- Email address and mobile phone number to update you about your training course.
- Email address to send your offers, news and tips once you have opted in. You can opt out of email marketing at any time by clicking the **Unsubscribe** link at the bottom of any email, or opt out of any marketing by contacting training@frog.co.uk.

Storing your Data

We keep this data for four years in case we need to refer to it. Delegates who haven't enquired with us for several years sometimes return to us. After four years without contact from you we will remove the data from our systems.

If you tell us you no longer wish to receive marketing from us, we will remove your opt-in, but keep non-transactional data for four years afterwards in case you change your mind.

Emergency mobile numbers and personal training course files relating to a course date will be removed from our systems or securely shredded immediately after the course has taken place.

Legally, we will keep financial data such as invoices for six years, after which time these will be removed from our system and paper securely shredded.

Security

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

Card payment details are sent to and managed securely by our payment service provider. We do not keep a record of your credit card apart from the card type and last four digits for reference.

Sharing your Data

We will not share your data with any third party outside of FROG without your consent.

We do pass some data to third parties in order for them to fulfil services for us, but they can only use this data to fulfil those services for us and cannot pass it on, use it to fulfil services for other companies, or use it for their own interests. The types of third parties we use are, for example:

- Courier companies (to send training manuals);
- Marketing agencies (to send email campaigns);
- Freelance trainers employed by FROG (information required to deliver training)
- Training partners for course bookings at your request;

We are also obliged to pass your personal data onto a legal authority if instructed to do so under certain circumstances, for example, for the prevention of crime.

Your Rights Relating to Personal Data

- You have the right to access your personal data (to ask us what information we hold about you).
- You have the right to ask for your data to be deleted or corrected.
- You have the right to ask us to stop processing your data.
- You have the right to stop receiving marketing from us.

For all the above, please [contact us](#). Where we are obliged to comply with your request we will do so as quickly as possible.

Complaints

If you have a complaint about the way we use your data please [contact us](#). If we cannot resolve the problem for you, you can also contact the Information Commissioner's Office (ICO): <https://ico.org.uk/>.