

Privacy Policy

CPC Direct Training Ltd is committed to preserving the privacy of all visitors to our website at www.cpcdirect.co.uk, Along with potential and current customers. Please read the following privacy policy to understand how we use and protect the information that you provide to us. By registering on this website or by enquiring to purchase/purchasing a service you consent to the collection, use and transfer of your information under the terms of this policy.

Information that we collect from you

When you visit our website, enquire to purchase/purchase a service from CPC Direct Training Ltd you may be asked to provide certain information about yourself including your name, contact details, credit or debit card information. We may also collect information about your usage of our website as well as information about you from messages you post to the website, e-mails, telephone conversations or letters you send to us. To maintain customer service standards and to assist staff training, we may record and monitor incoming calls. Should you wish to obtain all information CPC Direct Training Ltd holds on you please send in a written request to cpcdirect@hotmail.com. Your request will be responded to and fulfilled within a maximum of 20 working days.

If you believe CPC Direct Training Ltd to hold outdated information on you and wish to have this information updated, please contact us at cpcdirect@hotmail.com. Your request will be fulfilled within 5 working days of notification. All potential/present customers have the right to be forgotten. In short, this involves CPC Direct Training Ltd removing all information held on you. Assuming CPC Direct Training Ltd has no legitimate interest to continue holding your information you may request to be 'forgotten'. You can do this by contacting cpcdirect@hotmail.com. Please note that under the requirements of the awarding body we are required to keep you Driver CPC training documents for 6 years, after this time your documentation will be professionally shredded.

Use of your information

Your information will enable us to provide you with access to all parts of our website, offer the relevant advice and to supply the goods or services you have purchased. It will also enable us to bill you and to contact you were necessary concerning your orders. We will also use and analyse the information we collect so that we can administer, support, improve and develop our business. Please see below some of the information we may hold on you.

- Full name, address and contact details
- Contact telephone number/email address
- Date of birth
- Services paid progress
- Driving licence information
- Licence category booked for
- Signed 'Training log
- Test results

We may also use the information you share with us to send you promotions relevant to your enquiry/services paid. You can opt out of these messages at any time by following the instructions provided in the email or SMS. Alternatively, you can let us know us directly by calling 0333 577 1236 or emailing cpcdirect@hotmail.com Requests may take 48 hours to process.

Disclosure of your information

The information you provide to us may be accessed by or given to third parties some of whom may be located outside the European Economic Area who act for us for the purposes set out in this policy or for other purposes approved by you. Those parties process information, fulfil and deliver orders, process credit card payments and provide support services on our behalf. We may also pass aggregate information on the usage of our website to third parties but this will not include information that can be used to identify you. Where you have consented when providing us with your details, we may also allow other companies in our group, to contact you occasionally about products and services which may be of interest to you. They may contact you by e-mail. If you change your mind about being contacted by these companies in the future, please let us know at info@cpcdirect.co.uk. Finally, if our business enters into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners. Countries outside the European Economic Area do not always have strong data protection laws. However, we will always take steps to ensure that your information is used by third parties in accordance with this policy. Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Security and Data Protection

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires.

In accordance with the GDPR Data Protection Act, personal data shall be processed fairly and lawfully. Personal data shall be obtained only for specified and lawful purposes, and shall not be processed in any manner incompatible with those purposes. Personal data shall be adequate, relevant and not excessive in relation to the purposes for which it is processed. Personal data shall be accurate and, where necessary, kept up to date. Personal data shall be kept for no longer than is necessary for the purposes for which it is processed. Personal data shall be processed in accordance with the rights of data subjects under the Act. Personal data shall be subject to appropriate technical and organisational measures to protect against unauthorised or unlawful processing and accidental loss, destruction or damage. Personal data shall not be transferred to a country or territory outside the United Kingdom unless that country or territory ensures an adequate level of data protection.

Changes to our Privacy Policy

Any changes to our privacy policy in the future will be posted to the website and, where appropriate, through e-mail notification.

Contact

All comments, queries and requests relating to our use of your information are welcomed and should be addressed to cpcdirect@hotmail.com