

Privacy Statement for Participants

IT Matters collects some personal information from you during the booking process. This document explains why we ask you for the information, how we use, manage and protect that information and your rights relating to that information.

What personal data do we hold?

All participants	Participants paying online	Participants being invoices
Name Direct/personal email Address Telephone number	Address if paying via PayPal	Organisation name Organisation address Organisation email Organisation phone number

Where did we get your data from?

You provided this during the booking process

What is the legal basis and purpose for our holding of your personal data?

The personal data we hold and process is necessary for us to complete your booking, to send your course literature and give you any further details about the course that you have booked.

What will we do with your personal information?

We use your information to contact you about the course you have booked on, to send you your course materials or to invoice you for the course place. We also use it to contact you after the course for information about the course that you attended.

What we don't do with your personal information We do not share your personal information with any person or organisation outside of It Matters.

How do we protect your information?

We use security software to protect your information and we don't hold any information on paper.

We also check that the online systems we use are compliant with GDPR – You can read their privacy policies here:

<http://support.bookwhen.com/en/collections/57711-gdpr>
<https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>

How long do we keep your personal data?

We will retain your information for 6 years in case you need us to prove that you have completed a course.

What are your personal data rights?

If at any point you believe that the personal information we hold on you is incorrect, you want us to correct or delete that information, or you no longer want us to hold that information or contact you, you can exercise your rights under Data Protection Laws.

These rights include:

- Right of access
- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to data portability
- Right to object

Please note, we will not be able to delete information that is required to maintain our business purpose.

For more information visit <https://ico.org.uk/> Page 3

Who do I contact if I have an issue with my personal information that you may hold?

Please contact Amanda : Amanda@itmatterscic.co.uk

How do I make a complaint about how my personal data is being held or processed? If you wish to raise a complaint on how we have handled your personal data, you can contact Amanda who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's office (ICO). Their helpdesk number is 0303 123 1113.