Oracle-PBS Ltd Privacy Policy

(the ‘company’) takes care to protect the personal data we hold for our members (the ‘client(s)’) in line with the requirements of the General Data Protection Regulation (GDPR).

The company is registered with the ICO as a Data Controller

Why do we collect data?

Oracle-PBS Ltd will only request personal information that is necessary to provide the products and services requested.

Oracle-PBS Ltd will only retain this collected information for as long as necessary to provide clients with the products and services requested.

The purposes of collecting and storing personal data about our clients are as follows:

- Provide up-to-date, relevant support and advice to our clients.

- Fulfil any contracts we hold in relation to our clients.

- Deliver effective business administration for our clients.

- Notify our clients about any changes to our website, such as improvements or service/product changes, that may affect our service.

- Provide our clients with the information requested from us, relating to our products or services.

Which personal data do we process?

The personal data we process (processing includes obtaining the information, using it, storing it, securing it, disclosing it, and destroying it) for our clients, includes:

- Full name.

- Email address.

- Oracle-PBS Ltd accreditation number (if applicable).

- Occupation.

- Employer/Organisation.

- Details of any correspondence and complaints received.

Your personal data will be protected within commercially acceptable means to prevent loss and theft, as well as unauthorised access, disclosure, copying, use or modification.

Our Site (4everlearning.clicklms.com) does not use cookies but uses other technologies from time to time to function effectively and securely. These technologies record information about your use of our Site, including:

- Browser and device data, such as IP address, device type, operating system and Internet browser type.

- Site page visits, and duration of these visits, to award and audit verifiable CPD time allocated as deemed necessary.

Which data is collected to process payments?

All personal data required to make payments on the Site are collected directly by our third-party payment provider, Stripe Inc. and are not visible to Oracle-PBS Ltd at any point. Oracle-PBS Ltd only ever receives the last four digits of your payment card and your card’s expiry date.

The collection and processing of your card details and payment data is governed by Stripe’s own privacy policy (available at <https://stripe.com/gb/privacy>).

Is any data disclosed to third-parties?

We do not share any personally identifying Client data with third-parties, except when required to by law or to enable us to deliver a service to them.

We use Stripe as a third-party payment provider to process your payment card details on our behalf for membership and/or course payments. Stripe is certified with Privacy Shield, this means that the organisation provides a level of protection of your personal data that is deemed adequate by the European Commission.

What are your personal privacy rights?

Your data will only be accessed by Oracle-PBS Ltd as the registered data controller, for the purpose(s) in which you provide it. You have the right to ask for a copy of the personal data we hold about you. Concerns about Oracle-PBS Ltd’s compliance with the GDPR can be raised with the Data Controller by emailing info@oracle-pbs.co.uk

Under the GDPR, all individuals who have personal information held about them have the following personal privacy rights:

- Right to subject access.

- Right to have inaccuracies deleted.

- Right to have the information erased.

- Right to object to direct marketing.

- Right to restrict the processing of their information, including automated decision making.

- Right to data portability.

Clients who wish to know what data we hold about them, wish to have inaccuracies deleted, or to have the information erased should contact us through info@oracle-pbs.co.uk

How long are my personal data records retained for?

Oracle-PBS Ltd retains personal data records for as long as:

- Is required by law.

- Is required by Oracle-PBS Ltd for the purposes of member accreditation.

- Is needed for the purposes set out in this document.

In general, this means that we will only hold your personal data for a minimum of 1 year and a maximum of 7 years. Records that are no longer required are eliminated as early as possible in an authorised and systematic manner.

Does 4everlearning transfer any personal data outside the EU?

Oracle-PBS Ltd utilises global, corporate cloud processing/storage services for data security, continuity planning and to improve business processes. The Company’s primary servers are hosted in London (UK), but from time to time the Company may capture/process personal information outside the European Union. When this is done the Company will endeavour to comply with the requirements of any local data protection laws. In any event the Company will capture and process such persona information in accordance with the UK’s Data Protection Act 2018.

We use a third-party payment provider, Stripe, to process client payment card details on our behalf for membership and/or course payments. Stripe data is stored in the USA. Stripe is certified with Privacy Shield, this means that the organisation provides a level of protection of your personal data that is deemed adequate by the European Commission. Stripe’s own privacy policy is available at <https://stripe.com/gb/privacy>

Complaints

All individuals who have personal data held about them have a right to complain. All complaints concerning personal data or this privacy policy should be made in person or in writing to Jo Russell at info@oracle-pbs.co.uk. All complaints will be dealt with in line with the company complaints policy and procedures.

Consent

4everlearning (UK) ltd. will always obtain specific, unambiguous opt-in consent from all clients to whom we send direct marketing information using personalised contact preference forms. Contact preferences can be updated by emailing info@oracle-pbs.co.uk

Withdrawal of consent

Clients who have given their opt-in consent have a right to withdraw their consent at any time. Clients are advised of their right to withdraw their consent for anything they wish to withdraw from in each of our e-mails and within this published policy.

Consent can be withdrawn by using the link sent with each mail or by sending an email to info@oracle-pbs.co.uk

Legal basis for processing data held about clients

GDPR requires us to state the legal basis upon which we process all personal data for our clients and it requires us to inform our clients of the legal basis on which we process their personal data.

The legal basis on which we process personal information for our contracted clients is:

CONTRACT

The legal basis on which we process personal information for contacts/clients existing as at 20.2.2021 is:

LEGITIMATE INTERESTS

The legal basis on which we process personal information for non-contracted clients after 20.2.2021 is:

CONSENT