

Mitchell F&D Limited's Privacy Policy

Mitchell F&D Limited (MFD Ltd) fully understands the importance of personal data and its security. We therefore consider it our obligation to properly use and protect any such information that we acquire, in line with the requirements of the General Data Protection Regulation 2018. We are registered with the Information Commissioner's Office (ICO) and adhere to the following:

Purposes for Processing & Storing Personal Information

We process and control personal information to enable us to provide effective & safe training and advice & support to our customers & clients; to promote our services, to maintain our own accounts & records; to support & manage our staff.

Individual Rights with Respect to the Retention of Personal Information

At any time, an individual may request to see their own personal data as held MFD Ltd and also to request that changes are made if required. Our contact details are included at the bottom of this page. A response will be provided as soon as possible and within one month of the request being received.

Individuals may also request that their own personal information is erased at any time, which will be actioned within one month of the request being received. It should be noted, however, that this does not release the individual from any contractual obligations associated with the course or activity attended (e.g. protection of copyrighted training materials) or consultancy/advisory work undertaken (e.g. confidentiality agreements).

In the case of any request not being appropriately actioned by MFD Ltd, the individual concerned has a right to lodge a complaint with the ICO: <https://ico.org.uk/>

Use and Management of Personal Information

1. For **general enquiries**, once the enquiry has been dealt with, all personal and/or business details are normally destroyed unless they are subsequently required for a course booking or follow-up any advice or support.
2. For **course bookings and enrolments**, personal and/or business contact details (name, mailing address, email addresses, telephone numbers and dietary requirements) are collected and used as follows:
 - a. To correspond with each delegate for the purposes of booking confirmation, course fee invoicing, processing of credit & debit cards (if appropriate), receipt of payment, course joining instructions and any enquiries (pre & post-course) made by the individual delegate themselves.
 - b. To notify the caterer of any special dietary requirements with respect to course refreshments.
 - c. For subsequent use to send out details of future courses or other activities organised and/or coordinated by MFD Ltd
3. For the provision of **consultancy advice and support**, personal and/or business contact details (name, mailing address, email addresses, telephone numbers) are collected and used as follows:
 - a. To correspond and liaise with each client for the purposes of undertaking the required work.
 - b. For future use to send out information about courses and activities organised and/or coordinated by MFD Ltd

MFD Ltd. does **not** disclose personal information to third parties, except in the following circumstances:

- When permission has been explicitly granted by the individual or business client concerned.
- When a business associate or sub-contractor, who has concluded a non-disclosure agreement with MFD Ltd beforehand, is consigned personal information in part or in entirety in a range necessary for achieving the required purpose for the individual or business client concerned.
- When it is required by a court of law, police, Merchant Bank (for card payments) or other recognised authority.
- When disclosed so that personal identification is not possible.

Storage, Security and Retention of Personal Information

MFD Ltd operates out of a secured & alarmed small office, where all records are safely stored. The office is staffed by the Company's Director and Secretary. Only authorised individuals are granted access to the office and are directly supervised by the Company's Staff.

Personal information is stored on a password protected computer database and on certain hard-copy records, such as Course Enrolment Forms, which are securely stored in the office. No personal data is held in "the Cloud". Personal records are normally retained for:

1. Five years, in the case of hard-copy records. This may be extended in the case of those individuals or clients who are expected to continue to make use of the services provided by MFD Ltd in the future.
2. Ten years, in the case of computer records. This may be extended in the case of those individuals or clients who are expected to continue to make use of the services provided by MFD Ltd in the future. Regular reviews of the Company's computer database are undertaken to ensure personal information is accurate, current and is considered appropriate to be kept.

Contact Information

In the case you wish to contact us about the personal information that we may hold about you, either phone (+44 (0)1531 828 330), or email (info@mitchell-fd.co.uk) or write to us: **The Company Secretary, Mitchell F&D Limited, 74 Culver Street, Newent, GL18 1DA, UK.**