



## **PRIVACY POLICY**

We take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us. We will never sell, share or use your personal information other than as described here.

Actors in Industry Limited is an interactive training company providing trainers, coaches, facilitators and roleplayers for training courses, development programmes, events, seminars and 1 to 1 coaching.

### **About this privacy policy**

This policy sets out how we will use and share the information that you give us. This policy describes your relationship with Actors in Industry Ltd and how we process your data.

### **How to contact us**

The Data Protection Officer can be contacted at  
Phone: +44 20 4586 3787  
Email: [enquiries@actorsinindustry.com](mailto:enquiries@actorsinindustry.com)  
Post: Trident House, 46 – 48 Webber Street,  
London SE1 8QW

### **How to change your preferences**

Please call or email us using the details listed above.

### **How we operate.**

We operate in line with EU GDPR [May 2018] data protection guidelines. We are committed to maintaining your personal rights and allow all users to change or withdraw their opt-in options at any time. We will also advise you on how to complain to the relevant authorities, namely the Information Commissioner's Office if you feel that we have not dealt with your request in the correct manner.

We would be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

### **Who this privacy policy applies to**

This policy relates to clients of Actors in Industry Ltd. Processing of your data is required in order to offer you these services. This policy applies to individuals or organisations who use our services.

### **What this policy applies to**

This section describes the lawful basis for processing your data and applies to the information about yourself that you choose to provide us with or that you allow us to collect. This includes:

- Information provided at the time of booking training and/or coaching
- Information necessary for invoicing (eg bank details, VAT number, billing address)
- Name, address, telephone and email contact details relevant to the booking
- Case studies and scenarios provided in order to brief the team
- Any other background information pertinent to the course (which could be considered intellectual property)
- Personal coaching requirements

### **Opting out at a later date**

Once you have given your consent, you can amend or withdraw your consent at any time. We respect all user rights as defined in GDPR.

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

If you wish to exercise any of the rights set out above, please email us.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

If you have any comments or wish to complain please contact us anytime.

### **How we keep your data secure**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

### **How long we keep your data**

Unless you request otherwise, we will securely hold your data for a period of seven years following our last contact. After seven years we will securely delete your data.

### **Third Parties**

We may have to share your personal data with others as below:

- Service providers processing online psychometric testing
- Sub-contractors carrying out training/coaching/facilitation and roleplaying
- HM Revenue & Customs, regulators and other authorities based in the United Kingdom and other relevant jurisdictions who require reporting of processing activities in certain circumstances.

### **Contacting us, exercising your information rights and Complaints**

If you any questions or comments about this Privacy Policy, wish to exercise your information rights in connection with the personal data you have shared with us or wish to complain, please contact: The Data Protection Officer at Actors in Industry Ltd. We will process SARs within 20 days, SAR responses are usually free but we reserve the right to charge for excessive or unfounded requests. We fully comply with Data Protection legislation and will assist in any investigation or request made by the appropriate authorities.