

Vibe Concepts Privacy Policy

INTRODUCTION

Vibe Concepts is committed to protecting and respecting your privacy.

This policy (together with our website terms of use and any other policy developed on this website from time to time and notified on any part of the site) sets out the basis on which any personal information we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our practices regarding your personal information and how we will treat it.

This policy may change from time to time and, if it does, the latest version will be available on our website (and, where appropriate, brought to your attention). This privacy policy was last updated on 23rd May 2018.

Key Points

- Vibe Concepts is the data controller of personal information processed through your use of our website.
- We use the data you have provided to provide you with information about our site and services, tailor our services to you, comply with any legal or regulatory obligation and (if you are an instructor) assess your performance and provide information relating to your role.
- We may send you marketing materials relating to our services which you can opt out of at any time.
- You have a number of rights that you may exercise in relation to our use of your personal data, and you may exercise these by contacting us through the communication methods set out in the 'Your rights' section below.

INFORMATION WE COLLECT FROM YOU

We will collect and process the following information about you:

- Your name
- Your email address
- Your home address
- Your mobile number
- Credit card details
- Your status as a Vibe Concepts instructor
- Event and course attendance

This is information about you that you give us when you browse or use the site, correspond with us by phone, SMS, email, social media or otherwise. It includes information you provide when:

- You register to use our site;
- Subscribe to our newsletter;
- Search for a product;
- Place an order on our site;
- Purchase tickets for events or courses
- Attend an event or course

Information we collect about you

Vibe Concepts do not collect any other information that you do not provide, regarding your use of the website or technical information such as IP addresses, neither do we work with third parties.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.
- We use MailChimp (www.mailchimp.com) to store email addresses in order to send out newsletters.

DATA RETENTION

Vibe Concepts staff is responsible for ensuring that: any personal data that they hold is kept securely; personal information is not disclosed orally, in writing, via Web pages or by any other means, accidentally or otherwise, to any unauthorised third party.

Learner information

Details of learners' personal details, registrations, assessment results and qualification or unit achievements are retained by Vibe Concepts for a minimum of 1 year and YMCA Awards for a minimum of 6 years unless authorised by a learner this

information will not be shared with other parties other Vibe Concepts and YMCA Awards.

Learners wishing to access personal details in relation to YMCA Awards qualifications will be subject to an identity check before any information is disclosed.

In accordance with Condition D4.2 of the Ofqual Conditions of Recognition YMCA Awards is not obliged to disclose information if to do so would breach a duty of confidentiality or any other legal duty.

If you no longer wish to have your personal data securely stored, contact info@vibeconcepts.co.uk to request to have your data securely deleted.

SECURITY

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

LINKS TO OTHER WEBSITES

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

CONTROLLING YOUR PERSONAL INFORMATION

You may choose to restrict the collection or use of your personal information in the following ways:

- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@vibeconcepts.co.uk
- if you receive our monthly newsletter and wish to unsubscribe, please use the link at the bottom to stop receiving these

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please email info@vibeconcepts.co.uk

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

CHILDREN

We do not knowingly collect information from children under the age of 16 without parental consent. The website is not targeted to children under the age of 16, however if they are browsing the website we encourage parents and guardians to take an active role in their children's online activities and interests to ensure their safety online.