

Purpose of collection	Information category	Data collected	Purpose for collection	Lawful basis for processing	Data shared with?	Retention period
1. To provide you with information	Subject matter information	Name, company name, geographic location, email address, business sector.	To provide appropriate online or email information about products and services that you have requested	Contractual fulfilment	Internal only (CRM)	Maximum 8 years from the data the information is collected. 6 months if a marketing email is left unopened
			To provide further, related, online or email information and ongoing news updates in relation to the identified area of interest.	Legitimate interest	Internal/external (CRM and TTMail)	
		Telephone number	Follow-up to ensure requested information meets needs and identify further requirements	Legitimate interest	Internal only (CRM)	
		Personal contact information as provided through website forms or at trade shows or any other means.	General mailing list subscription	Consent	Internal and external (TTMail and CRM)	
2. Transactional information	Transaction details	Name, physical address, email address, telephone	To process purchase transactions for products and services with	Contractual performance	Internal only	Maximum 8 years from the date of the performance of the

		number, bank account details (for credit accounts), other medium of content delivery	customers, and to ensure any transaction issues can be dealt with. For accounting and taxation purposes Documentation should any contractual legal claim arise	Statutory obligation Legitimate Interest	Internal and prof advisers Internally and prof advisers (SAGE)	contract. 6 months from the data the data subject has input personal information but has not proceeded with a transaction. 8 years for VAT records from the performance of the contract
	Payment card data	Primary account number (PAN), cardholder name, service code, expiration date	To fulfil purchase requests using payment cards	Contractual performance	Payment card companies, all in line with PCI DSS	Only retained whilst authorisation is pending.
3. Fulfilment information	Fulfilment data	Name, dietary requirements Name, contact and identification details Name, contact and identification details	Appropriate catering arrangements for training courses Access to training courses, attendance registers Exam attendance, exam results and certifications	Contractual performance Contractual performance Contractual performance	Internally and training venues (CRM) Internally and training venues (CRM and TTMail) Internally and external examiners, proctors and certification bodies	Maximum 6 years from the date of the performance of the contract.

		Name, address(es), email address, contact details	Actual delivery of products or services, in physical or digital form, that you may have purchased from us.	Contractual performance	(Ecordia) Internally and any third party logistics or supplier companies with whom we contract in order to fulfil these requirements . (Ingenta and Booksource)	
		Commercial business information, names addresses, emails	To assess organisational eligibility for the certification scheme.	Contractual Fulfilment	Evidence is held on Submittable, our online submission portal. Also held internally.	12 months for organisations that do not proceed to certification; nine years for those that go on to achieve certification
		Commercial business information, names addresses, emails, curriculum scope and detail, trainer CVs and qualifications , insurance details, desktop and observational reviews by assessors	Application to and ongoing assessment of compliance with the BILD ACT certification scheme	Contractual Performance of the BILD ACT certification scheme	Evidence is held on Submittable, our online submission portal. Also held internally	Data will be retained throughout their period of certification and for nine years after they leave the certification scheme.
		Assessor/consultant personal details, career history, qualifications and references	To ensure adequately experienced assessors/consultants are assigned to pieces of work	Contractual Performance	Internally	For five years to ensure our compliance with UKAS and ISO17065

4. Security	Security information	Technical information , as described above, plus any other information that may be required for this purpose	To protect our websites and infrastructure from cyber attack or other threats and to report and deal with any illegal acts.	Legitimate interest	Internally, forensic and other organisations with whom we might contract for this purpose. Google Analytics	Relevant statutes of limitation
5. Communications	Contact information	Names, contact details, identification details	To communicate with you about any issue that you raise with us or which follows from an interaction between us.	Legitimate interest	Internally and, as necessary, with professional advisers.	Relevant statutes of limitation.