

## TERMS AND CONDITIONS

You are eligible to apply for our courses if:

- You must be 16 to enrol on our level 2 Foundation course. For the level 3 and level 4, you must be 18 over and you are willing to learn about yourself in depth and are willing to be challenged in order to develop and growth and to increase your awareness level. You will work with real life issues for the level 3 and Diploma training.
- You want to support others, or at least be able to communicate more effectively with others & You are willing to seek support and can show that you are able to learn at an effective level.
- You have an interest in the counselling theories and applications which we offer - even if you don't know that much about them and are willing to take on board the learning that is required of you & You want to embark on a fascinating journey of self-discovery.
- You are free of unresolved addiction - to non-prescribed medication including and not exhaustively illicit drugs You will need to be able to think and function clearly, and if experiencing mental health issues that affect your functioning or impact on others, you may be asked to leave the training. You may be offered a place on a future training, but this is not guaranteed, and you are still liable for the full fees of the training course.
- You can afford the course you have chosen or can agree an arranged method of funding, and are willing to pay for the full cost of the course whether you complete/have your place terminated /qualify or not - (this will be after the cooling off period)
- You are willing to work as part of a team approach with your peers, as well as work alone & You are willing to complete the work that is set by the tutor and course within the agreed time frame.

Some of the courses listed on this website have entry requirements. It is your responsibility to ensure that you fulfil the minimum entry requirements for a chosen course, and to ensure that the chosen course is suitable for his/her needs and ability level. If you do not reach the acceptable minimum criteria, key counselling training has the right to withdraw you from the course.

Learners with a disability may require adjustments to facilitate their learning. These adjustments will be thoroughly evaluated by key counselling. We may/may not be able to provide appropriate training due to the nature of the disability.

We make every effort to avoid altering course commencement and conclusion dates. However, should any changes be necessary, you will be notified at the earliest opportunity. All courses run subject to demand and the formation of a viable class cohort. A full refund including any deposit paid will be given to all applicants in the event the class does not proceed. A course may be terminated at any time, you will be refunded the fees that you have paid and will not be compensated in any other way - except to be offered a place on the next available course in which case your fees will not be refunded - cancellation could be due to finance, tutor difficulty or any other reason. We reserve the right to change tutors, venues, or dates of training than any previously advertised.

Discounts must only be used where applicable i.e., when it is stated there is a discount available for the listed course on the page of the advertised course. No discounts are applicable when booking a course via any other agency. If a Discount is used inappropriately, the applicant will be asked to pay

the balance before being enrolled on the course. Any discounts offered via any advertising including Facebook or twitter will be subject to the contact being made direct to us via the contact us link provided. This means that you must contact us direct by telephone, letter, or email to claim your discount.

You will not be eligible for a refund should you cancel, and the course commences within 7 days. You may be able to transfer the deposit to another suitable course at another time being provided by us if the next course commences within a 3-month period of your cancellation. If you transfer the deposit to a later course, and you then decide not to proceed, you will not be eligible for a refund of any payments made to us.

You will be expected to pay in full for the course once commenced and after the cooling off period - you will need to check the cooling off period for the course you are enrolled on. You will be expected to pay for any training you have, whether attended or not, and no refunds are given. We reserve the right to change or to provide different tutors or dates of training, due to unforeseen circumstances & we will negotiate these with you where possible. For missed sessions due to tutor absence we will provide another tutor, if possible, this may delay the training however we will provide the full course. For inclement weather, or any issues out of our control that prevents us from delivering a class or classes, this may not be added on to the training as it is out of our control.

Deposits are non-refundable, in any circumstances, unless cancelled prior to 7 days before the course commences.

Students on accredited training, for level 2 must attend 2 out of the first 3 classes, for level 3, 2 out of the first 4 classes, and for the Level 4, students must attend the 3 out of the first 5 classes, this is to ensure you adhere to the confidentiality contract, bond and attach to your peers, this is important for counselling training to ensure the group bond due to the nature of disclosure and reliability. Your place on your course may be terminated should you not adhere to this expectation.

CPD training and workshops fees are non-refundable unless cancelled prior to 14 days of the training. If you have completed an enrolment form for any courses including CPD training and workshops, you will be liable for all costs unless cancelled prior to the 14 days before commencement of the training and event. There is a complaints procedure that both a learner and Key Counselling follow.

For any written communication to learners who have not paid their due fees, this will incur charges not exceeding £25 per letter. This charge can also be made for email contact. Refusal to pay fees will lead to a maximum of 3 letters (& or emails) sent to you prior to legal proceedings. All free CPD training events offered on the Diploma Training must be attended within the training period of classroom-based learning. Any training events not attended within this time frame must be paid for at the cost advertised. You can access 6 as part of your classroom-based learning. Please be aware that any harassment, or behaviour including phone, letter or email that is aggressive or abusive and/or makes false accusations will result in the learner being removed from a training cohort, whether the classroom-based learning has completed or not, whether from the trainee or a representative. We take threats seriously and will not tolerate any staff, contractor or learner being threatened in any way. We reserve the right to interpret actions, written word, or verbal exchange to anyone associated with Key. This includes contractors, other students and/or staff or anyone associated with Key. Payment for the training will still need to be paid in full. We reserve the right to add 8% interest, calculated daily to any outstanding payments.

Whilst every effort is made to update the information contained on this website, neither the Website Owner nor any third party or data or content provider make any representations or warranties, whether express, implied in law or residual, as to the sequence, accuracy, completeness or reliability of information, opinions, data and/or content contained on the website (including but not limited to any information which may be provided by any third party or data or content providers) ("information") and shall not be bound in any manner by any information contained on the website. The Website Owner reserves the right at any time to change or discontinue without notice, any aspect or feature of this website. If you find an error or omission at this site, please let us know. Student Testimonials are from students who have completed one or more of our courses

The Website Owner (including any training providers) shall not be responsible for and disclaims all liability for any loss, liability, damage (whether direct, indirect or consequential), personal injury or expense of any nature whatsoever which may be suffered by you or any third party (including your company), as a result of or which may be attributable, directly or indirectly, to your access and use of the website, any information contained on the website, your or your company's personal information or material and information transmitted over our system. In particular, neither the Website Owner nor any third party or data or content provider shall be liable in any way to you or to any other person, firm or corporation whatsoever for any loss, liability, damage (whether direct or consequential), personal injury or expense of any nature whatsoever arising from any delays, inaccuracies, errors in, or omission of any share price information or the transmission thereof, or for any actions taken in reliance thereon or occasioned thereby or by reason of non-performance or to do so and to make use of information made available via the website. The Information could include technical inaccuracies or typographical errors. We have made reasonable efforts to ensure that the Information is accurate at the time of inclusion. However, like any printed material, the Information may be out of date at the time of access by the visitor. We shall not be liable for any error or omission in, or any failure to update, such Information and any decisions based on the Information are the sole responsibility of the visitor. We reserve the right to make changes to this Website at any time without notice.

Unless otherwise specifically stated these website terms and conditions supersede and replace all prior commitments, undertakings or representations, whether written or oral, between you and the Website Owner/Training provider in respect of your use of the website however, there are further training terms and conditions upon enrolment of any training we provide, and these can be found in the handbook and/or workbook given out on the first day/evening of any training.

Key Counselling Training may at any time modify any relevant terms and conditions, policies, or notices. You acknowledge that by visiting the website from time to time, you shall become bound to the current version of the relevant terms and conditions (the "current version") and, unless stated in the current version, all previous versions shall be superseded by the current version. You shall be responsible for reviewing the then current version each time you visit the website, acknowledging there are further terms and conditions upon enrolment.

\*All-inclusive includes only what is listed, it does not include personal counselling/therapy, supervision, equipment e.g., computer or books, or travel expenses.

Only 1 discount allowed for levels 2/3/4 courses should there be a discount offered. Key Counselling Training do not provide supervision, books, personal therapy, costs accrued by a student for travel

expenses or food. You may be charged for late assignments or ongoing examination costs for level 4 Diploma (you are covered for one examination of your portfolio with the Awarding Body).

The CPD Training Events & workshops are open to anyone who is interested in attending whether you are a counselling trainee or qualified professional & are open to anyone who is interested in the topic & would like to gain more knowledge, skills & techniques.

You will gain a CPD certificate to add to your portfolio which is a requirement for your membership. At present, qualified counsellors are required to have approx. 30 hours per year of continuing professional development.

If you are currently undertaking our Counselling Level 4 Diploma, you are entitled to 6 free CPD training events.

At level 4 Diploma, you will be required to join a membership body once you have been signed off as safe and competent by a tutor, and this is at your own cost, as is any insurance you will require to commence any placement.

We will not tolerate any discrimination aimed at anyone associated with Key counselling. We provide training to those who have English as a second language and recognise that further support may be needed, however we do not provide or pay for any equipment, software, or interpreters, We do our best to accommodate those with a disability, however, we are located on the first and second floor in Birmingham and there are steps up to the training area. There is no lift in the building. You will not be permitted to market yourself as a trainee counsellor without having an ongoing placement contract with an acceptable organisation/agency (of which Key counselling must approve) of which you will be giving your services for free, at their location unless otherwise agreed with a representative of Key or a tutor. You will not be paid or charge for any counselling services whilst a trainee. You will not be permitted to have a live website or any social media accounts stating/providing counselling services by you until you are qualified. Unethical behaviours can result in removal from our training provision, either as a suspension or by having your contract with us terminated, regardless of whether the classroom-based learning has completed or not. Whilst a trainee with Key counselling, you will not accept monies for any counselling provision particularly not from private practice. Any behaviours deemed to be unacceptable, including and not limited to language, behaviours, advertising, accusations may result in immediate removal from our training provision, you will still be invoiced for the full cost of the training course you are on regardless, once out of the permitted cooling off period. This also relates to those who have completed classroom-based learning.

For level 4 Diploma training, you will be supported as an ongoing student with tutorials up to your first portfolio submission. Tutorials may be provided by telephone, email, text, or verbal. Upon completion of the first portfolio, We then reserve the right to only act as an agent between you and the awarding body, and you are referred to as a trainee counsellor with us as an acting agent. No further tutorials, support with learning will be provided, unless we choose to do so, and you will work from the feedback of the examiner, with your supervisor's support and guidance. We reserve the right to suspend or terminate acting as an agent for you should you breach any of our terms. Suspension may be given first, or you may have your contract with us terminated without any investigation. Should we suspend you from Key Training whilst you are an active student, we and you will follow the guidelines in your handbook, should we suspend or terminate your contract with us after your classroom based learning, and after your first portfolio submission, (you as a trainee counsellor, us as an agent) we and you will adhere to these terms & conditions and guidelines on

this website, whereby we can suspend or terminate our contract with you with or without any further investigation.

To ensure we and you are clear: We teach, support, provide tutorials up to and including the first portfolio submission.

We reserve the right not to support, provide tutorials after the first portfolio submission should you get a referral by the examiner. We therefore act solely as an agent providing postal support for the portfolio. We can suspend or terminate this at any time.

You may still be registered with the awarding body. You will need to contact your awarding body for further support.

## Privacy Notice

This is the privacy notice of Key Counselling Training Ltd In this document, "we", "our", or "us" refer to Key Counselling Training Ltd

We are company number 12055581 registered in England & Wales

Our registered office is at 369 Hagley Road West, Quinton, B32 2AL

## Introduction

This privacy notice aims to inform you about how we collect and process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information. It tells you about your privacy rights and how the law protects you.

We are committed to protecting your privacy and the confidentiality of your personal information. Our policy is not just an exercise in complying with the law, but a continuation of our respect for you and your personal information.

We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.

Our policy complies with the Data Protection Act 2018 (Act) accordingly incorporating the EU General Data Protection Regulation (GDPR).

The law requires us to tell you about your rights and our obligations to you regarding the processing and control of your personal data. We do this now, by requesting that you read the information provided at <http://www.knowyourprivacyrights.org>

Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

### 1. Data Protection Officer

We have appointed a data protection officer Sian Harris who is responsible for ensuring that our policy is followed.

If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact our DPO Sian Harris at [admin.keytraining@btconnect.com](mailto:admin.keytraining@btconnect.com)

## 2. Data we process

We may collect, use, store and transfer different kinds of personal data about you. We have collated these into groups as follows:

Your identity includes information such as first name, last name, title, date of birth, and other identifiers that you may have provided at some time.

Your contact information includes information such as billing address, delivery address, email address, telephone numbers and any other information you have given to us for the purpose of communication or meeting.

Your financial data which includes information such as your bank account and payment card details are not collected or stored by us. Any card details are told to us as we input this information directly into world pay banking system and no details of card numbers are stored by us.

Transaction data includes details about payments or communications to and from you and information about products and services you have purchased from us.

Technical data includes your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.

Your profile includes information such as your username and password, purchases or orders made by you, your interests, preferences, feedback, and survey responses.

Marketing data includes your preferences in receiving marketing from us; communication preferences; responses and actions in relation to your use of our services. You will sign a letter, upon enrolment, giving us permission to contact you whilst you are on any training with us regarding any future training you may be interested in.

We may aggregate anonymous data such as statistical or demographic data for any purpose. Anonymous data is data that does not identify you as an individual. Aggregated data may be derived from your personal data but is not considered personal information in law because it does not reveal your identity.

For example, we may aggregate profile data to assess interest in a product or service.

However, if we combine or connect aggregated data with your personal information so that it can identify you in any way, we treat the combined data as personal information, and it will be used in accordance with this privacy notice.

## 3. Special personal information

Special personal information is data about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data.

It also includes information about criminal convictions and offences.

We may collect special personal information about you if there is a lawful basis on which to do so.

## 4. If you do not provide personal information we need

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform that contract. In that case, we may have to stop providing a service to you. If so, we will notify you of this at the time.

The bases on which we process information about you

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant, then we shall immediately stop processing your data.

If the basis changes, then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

#### 5. Information we process because we have a contractual obligation with you

When you create an account on our website, buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us.

To carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it to:

- verify your identity for security purposes
- sell products to you
- provide you with our services
- provide you with suggestions and advice on products, services and how to obtain the most from using our website

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter a legal contract.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

#### 6. Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our business, including our products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies.

We will never share with 3rd party unless it is within our contractual services e.g. An awarding body.

We continue to process your information on this basis until you withdraw your consent, or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us at [admin.keytraining@btconnect.com](mailto:admin.keytraining@btconnect.com) However, if you do so, you may not be able to use our website or our services further.

## 7. Information we process for the purposes of legitimate interests

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do after having considered:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would, in the round, consider it reasonable to do so

For example, we may process your data on this basis for the purposes of:

- record-keeping for the proper and necessary administration of our training services
- responding to unsolicited communication from you to which we believe you would expect a response
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage business risk
- protecting your interests where we believe we have a duty to do so

## 8. Information we process because we have a legal obligation

Sometimes, we must process your information to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

Specific uses of information you provide to us

## 9. Information provided on the understanding that it will be shared with a third party

Our website does allow you to post information with a view to that information being read, copied, downloaded, or used by other people.

Examples include:

- posting a message our forum
- tagging an image
- clicking on an icon next to another visitor's message to convey your agreement, disagreement, or thanks

In posting personal information, it is up to you to satisfy yourself about the privacy level of every person who might use it.

We do not specifically use this information except to allow it to be displayed or shared.

We do store it, and we reserve a right to use it in the future in any way we decide.



Once your information enters the public domain, we have no control over what any individual third party may do with it. We accept no responsibility for their actions at any time.

Provided your request is reasonable and there is no legal basis for us to retain it, then at our discretion we may agree to your request to delete personal information that you have posted. You can make a request by contacting us at [admin.keytraining@btconnect.com](mailto:admin.keytraining@btconnect.com)

#### 10. Complaints regarding content on our website

Our website/Social media pages are a publishing medium. Anyone may register and then publish information about himself, herself, or some other person.

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We attempt to moderate user generated content, but we are not always able to do so as soon as that content is published.

If you complain about any of the content on our website, we shall investigate your complaint.

If we feel it is justified or if we believe the law requires us to do so, we shall remove the content while we investigate.

Free speech is a fundamental right, so we must make a judgement as to whose right will be obstructed: yours, or that of the person who posted the content that offends you.

If we think your complaint is vexatious or without any basis, we shall not correspond with you about it.

#### 11. Information relating to your method of payment

We do not store information about your debit or credit card or other means of payment when you first provide it to us.

You will need to complete the full transaction each time you make a payment to us. We will store a record of your payments on an invoice, but this does not contain any card or bank details

We take the following measures to protect your payment information:

- We do not keep all your payment information so as:
  - a) to prevent the possibility of our duplicating a transaction without a new instruction from you.
  - b) to prevent any other third party from carrying out a transaction without your consent
- Access to your payment information (Invoice) is restricted to authorised staff only.

At the point of payment on our website, you are transferred to a secure page on the website of PayPal or some other reputable payment service provider. That page may be branded to look like a page on our website, but it is not controlled by us.

#### 12. Information about your direct debit

When you agree to set up a direct debit arrangement, you will need to set up and provide this information to your bank.

We are registered under the direct debit guarantee scheme. This provides for the customer's bank to refund disputed payments without question, pending further investigation. Direct debits can only be

set up for payments to beneficiaries that are approved originators of direct debits. In order to be approved, these beneficiaries are subjected to careful vetting procedures. Once approved, they are required to give indemnity guarantees through their banks.

### 13. Job application and employment

If you send us information in connection with a job application, we will destroy this information if you do not successfully gain employment/contractual services with us.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for 6 years before destroying or deleting it.

### 14. Communicating with us

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us to reply with the information you need.

We record your request and our reply to increase the efficiency of our business

We may keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high-quality service.

### 15. Complaining

When we receive a complaint, we record all the information you have given to us.

We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

### 16. Affiliate and business partner information

This is information given to us by you in your capacity as an affiliate of us or as a business partner.

It allows us to recognise visitors that you have referred to us, and to credit to you commission due for such referrals. It also includes information that allows us to transfer commission to you.

The information is not used for any other purpose.

We undertake to preserve the confidentiality of the information and of the terms of our relationship.

We expect any affiliate or partner to agree to reciprocate this policy.

Use of information we collect through automated systems when you visit our website

## 17. Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period, such as one day or until you close your browser. Others last indefinitely.

Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

Our website uses cookies. They are placed by software that operates on our servers, and by software operated by third parties whose services we use.

We use cookies in the following ways:

- to track how you use our website
- to record whether you have seen specific messages we display on our website
- to keep you signed in our site
- to record your answers to surveys and questionnaires on our site while you complete them
- to record the conversation thread during a live chat with our support team

## 18. Personal identifiers from your browsing activity

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location, your Internet service provider, and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how we perform in providing content to you.

If combined with other information we know about you from previous visits, the data possibly could be used to identify you personally, even if you are not signed into our website.

## 19. Our use of re-marketing

Re-marketing involves placing a cookie on your computer when you browse our website to be able to serve to you an advert for our products or services when you visit some other website.

We may use a third party to provide us with re-marketing services from time to time. If so, then if you have consented to our use of cookies, you may see advertisements for our products and services on other websites.

Disclosure and sharing of your information

## 20. Information we obtain from third parties

Although we do not disclose your personal information to any third party (except as set out in this notice), we sometimes receive data that is indirectly made up from your personal information from third parties whose services we use.

No such information is personally identifiable to you.

## 21. Third party advertising on our website

Third parties may advertise on our website e.g., Yell.com. In doing so, those parties, their agents or other companies working for them may use technology that automatically collects information about you when their advertisement is displayed on our website.

They may also use other technology such as cookies or JavaScript to personalise the content of, and to measure the performance of their adverts.

We do not have control over these technologies or the data that these parties obtain. Accordingly, this privacy notice does not cover the information practices of these third parties.

## 22. Credit reference

To assist in combating fraud, we share information with credit reference agencies, so far as it relates to clients or customers who instruct their credit card issuer to cancel payment to us without having first provided an acceptable reason to us and given us the opportunity to refund their money.

## 23. Data may be processed outside the European Union

Our websites are hosted in United Kingdom

We may also use outsourced services in countries outside the European Union from time to time in other aspects of our business.

Accordingly, data obtained within the UK or any other country could be processed outside the European Union.

For example, some of the software our website uses may have been developed in the United States of America or in Australia.

We use the following safeguards with respect to data transferred outside the European Union:

- the processor is within the same corporate group as our business or organisation and abides by the same binding corporate rules regarding data processing.
- the data protection clauses in our contracts with data processors include transfer clauses written by or approved by a supervisory authority in the European Union
- we comply with a code of conduct approved by a supervisory authority in the European Union
- we are certified under an approved certification mechanism as provided for in the Act.
- both our organisation and the processor are public authorities between whom there is either a legally binding agreement or administrative arrangements approved by a supervisory authority in the European Union relating to protection of your information.

Control over your own information

#### 24. Your duty to inform us of changes

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.

#### 25. Access to your personal information

At any time, you may review or update personally identifiable information that we hold about you, by signing in to your account on our website.

To obtain a copy of any information that is not provided on our website you should contact us to make that request.

After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

#### 26. Removal of your information

If you wish us to remove personally identifiable information from our website, you should contact us to make your request.

This may limit the service we can provide to you.

#### 27. Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

#### Other matters

#### 28. Use of site by children

We do not sell products or provide services for purchase by children, nor do we market to children.

If you are under 18, you may use our website only with consent from a parent or guardian

We collect data about all users of and visitors to these areas regardless of age, and we anticipate that some of those users and visitors will be children.

Such child users and visitors will inevitably visit other parts of the site and will be subject to whatever on-site marketing they find, wherever they visit.

#### 29. Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or other trust mark in your browser's URL bar or toolbar.

#### 30. How you can complain

If you are not happy with our privacy policy or if you have any complaint, then you should tell us.

If a dispute is not settled, then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.

If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office (ICO). This can be done at <https://ico.org.uk/make-a-complaint/>. We would, however, appreciate the opportunity to talk to you about your concern before you approach the ICO.

### 31. Retention period for personal data

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

- to provide you with the services you have requested.
- to comply with other law, including for the period demanded by our tax authorities.
- to support a claim or defence in court.

### 32. Compliance with the law

Our privacy policy has been compiled to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website.

### 33. Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please contact us.