WARM Privacy Policy

This Policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to office@peterwarm.co.uk or by writing to WARM Company SW Ltd, 3 Admirals Hard, Plymouth PL1 3RJ. Alternatively, you can contact us at +44 (0)1752 542 546.

Who are we?

We are WARM Company SW Ltd (WARM), a private company limited by guarantee.

ADDRESS: WARM Company SW Ltd, 3 Admirals Hard, Plymouth, PL1 3RJ

COMPANY REGISTRATION NUMBER: 7676841

TEL: +44 (0)1752 542 546

EMAIL: office@peterwarm.co.uk

WARM WEBSITE: http://www.peterwarm.co.uk

Our key contact for data protection matters is: Mike Roe

Why do we process personal data?

We collect personal data for the purpose of fulfilling our role as consultants and training service providers.

How do we collect information from you?

We may collect information from you when you enquire about our certification and consultancy work (via email, phone, website or social media channels).

What type of information is collected from you?

The data we collect from you and held by WARM may include: name, job title, company name, postal address, email address, professional membership details and telephone number(s).

If you pay for an activity via BACS or cheque, we will also collect your payment information. If you charge us for a product or service, we will collect details of how you receive payment. See below for details of how we collect and store financial information.

How do we manage financial information?

PAYMENTS TO US

If you pay us directly, then your bank account details (account name, sort code and account number) will be used and stored by our bank, currently The Co-operative Bank, who have secure and encrypted processing methods, as explained here.

PAYMENTS BY US

If you invoice us directly, then your bank account details (account name, sort code and account number) will be stored on our accounts system, currently Xero, which is accessible by WARM's Directors, Accounts Team and external accountant (currently Thomas Westcott Accountants). This information is stored on a secure cloud-based server. We will store this information for at least six years, as required by current legislation.

How is your information used?

We may use your information to send you communications about our latest news, events, and consultancy services.

On occasion we may share your data with other trusted third parties, when deemed necessary for the successful delivery of our services. We will notify you should such an occasion arise.

We do not disclose personal data to other organisations. We will not share, sell, or distribute your personal data with unrelated third parties.

How you can access and update your information

You can ask us if we are keeping any personal data about you, and you can also request to receive a copy of that personal data. You have the right to ask for a copy of the information WARM holds about you and you may delete or correct the personal information we hold for you at any time.

For such requests, please contact office@peterwarm.co.uk or write to us at WARM Company SW Ltd, 3 Admirals Hard, Plymouth PL1 3RJ. Alternatively, you can contact us at +44 (0)1752 542 546.

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 several requests. In this case, we will notify you and keep you updated.

Security

Access to your personal data is limited to those employees, agents, contractors and other third parties who have a business need to know. They are subject to a duty of confidentiality and will only process your personal data on our instruction.

Your data is maintained on our secure server in what we believe to be a well-protected environment which is regularly monitored and reviewed by a professional IT partner. When your information is received, we make our best effort to ensure its security on our systems.

We cannot guarantee complete security for non-sensitive details, for example your name and email address, transmitted normally over the internet in the course of service delivery.

Use of 'cookies'

Like many other websites, the WARM Website uses cookies. 'Cookies' are small pieces of information sent by a website to your computer and stored on your hard drive to allow that website to recognise you when you visit. They only collect statistical data about your browsing actions and patterns and do not identify you as an individual.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website. For more information about cookies, click here.

Links with third party websites

Our website may contain links to other websites run by our partners and other organisations. This Policy applies only to our website. We encourage you to read the privacy policies on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website. In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check that site's own privacy policy.

Review of this Privacy Policy

We keep this Privacy Policy under regular review. This Policy was last updated on 30th October 2024.

Signed:



Chloë Peters I Office Administrator