



## **Privacy Statement**

Diversion Training takes your privacy seriously and we do all we reasonably can to protect our visitors/participants privacy and to ensure the security of all visitor information.

Diversion Training has prepared this statement to outline our policy in respect of personal information collected about you when you visit [www.diversiontraining.com](http://www.diversiontraining.com) and when you submit information to us either via this website, by mail, email or by telephone. This statement explains what information we collect, how we use it, whom we will disclose it to and how you can access, change and remove your information.

Please read this privacy policy carefully.

By visiting and using [www.diversiontraining.com](http://www.diversiontraining.com) /referral form/consent form. You are consenting to the practices in relation to use and disclosure of your personal information described in this Privacy Statement and our Terms and Conditions.

We reserve the right to amend this privacy policy, and the current version will be that published on this website.

### **Communication:**

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

### **Contacting us about this Policy**

You have the right at any time to request that we correct or delete your personal information from our records or that we do not contact you for marketing or research purposes.

You can contact us with questions or comments about this notice.

[info@diversiontraining.com](mailto:info@diversiontraining.com)



### **How do we use the information we collect?**

When you contact us by email or through any contact form provided on our website, we may ask you to provide your name, email address and telephone number from time to time, we may ask you to submit some personal information about yourself (e.g. address, date of birth etc.) to receive or use resources or advice from us.

In addition, for quality control purposes or in order to deliver our service to you, we may monitor or record your communications with us.

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history.

We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.

We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

- Provide services, resources or website features to you that you have requested.
- Deal with enquiries and feedback from you.
- To enable you to use restricted parts of our website.
- Send you newsletters and other relevant communications.
- To manage and administer our website.
- Send you emails or letters offering you to take part in a survey and/or give feedback.
- To analyse and improve the features and information offered on our website and services.
- Analyse opinions and views of visitors and the service users.



**We collect such Non-personal and Personal Information for the following purposes:**

- To provide and operate the Services.
- To provide our Users with ongoing customer assistance and technical support.
- To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages.
- To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services.
- To comply with any applicable laws and regulations.

**Protecting your Personal Information:**

We will only ever disclose personal information without your consent if we are legally required to do so by an applicable law or governmental or judicial body.

We will not rent, sell, trade or share your personal information with any company or organization for its own marketing purposes. We will not disclose names or email addresses to any third party.

**Storing your Personal Information:**

We adhere to the UK Data Protection Act (1998) and we follow strict security procedures in the storage and disclosure of information which you have given us, to prevent unauthorised access.

Our security procedures mean that we may request proof of identity before we are able to disclose sensitive information to you. If we intend to transfer your information outside the European Economic Area (EEA) we will obtain your consent first.

Diversion Training is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.



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**Links to Third Party Websites:**

We are not responsible for the content of third-party websites. Please ensure that prior to using any such website, you have read and understood its Privacy Policy and Terms and Conditions. These documents will govern your rights and obligations when using relevant third-party website.

**Cookies:**

Cookies are small files which are stored on a user's computer. They are designed to hold a modest amount of data specific to a client and website and can be accessed either by the web server or the client computer. Cookies allow websites to provide a high-quality visitor experience by customizing pages and quickly identifying and fixing any issues that arise. Certain cookies contain personal information—for example, if you click "remember me" when logging into a website, a cookie will store your username.

There is a lot of concern about privacy and security on the internet. Cookies do not in themselves present a threat to privacy, since they can only be used to store information that the user has volunteered or that the web server already has. If you are concerned that the information you provide to a web server will not be treated as confidential then you should question whether you need to provide that information at all.

Kind regards,

A handwritten signature in black ink that reads "Demi Moffat".

Demi Moffat

Founder of Diversion Training