



Privacy Policy

Osola is committed to protecting your privacy. Please read our policy to understand how we will use and protect your personal information when you use our site.

Where Osola collects any personal information from you, the data controller (the company that is responsible for your privacy and for determining how the personal information collected is used) is Osola Ltd (company number SC597299).

Data Protection

Osola is registered in accordance with current data protection legislation. Osola Ltd's data protection registration number is ZA795743

Osola uses several data processors including web hosting, learning management system, email management systems and payment processors to help us provide the services you request. We have taken all reasonable steps to ensure that the companies we use to provide these services have sufficient policies and procedures in place to comply with GDPR and other data protection requirements. They will not use your data for anything other than the clearly defined purpose relating to the service that they are providing.

Our website may contain links to other websites owned and operated by trusted third parties (like Thinkific our learning management system). These third-party websites may also gather information about you in accordance with their own separate privacy policies. For privacy information relating to these other third-party websites, please consult their privacy policies as appropriate.

The Type of Information We Collect

The personal information we collect may include, but may not be limited to:

- Your name, address and contact details
- Information about the services we provide to you
- Your Osola account details, such as username and login details
- Information provided as part of the payment process.
- Limited sensitive information about you, for example, your specific access requirements

How We Collect Information From You

We will collect information about you, including personal information, when you interact with us. This could include using our website or other services like training or advice online, over the phone, in person, in hard copy form or where you sign up to receive emails from us. Most of the personal information we process is provided to us directly by you (or your employer on your behalf).

We may also receive information about you from third party organisations that we have worked with. These organizations will only share information with us where there is a lawful basis to do so. You

should check the relevant privacy policies when you provide personal information to fully understand how data is processed.

Cookies

Osola uses cookie technology to track or record information about visitors to our website. Cookies can be used to recognize you when you visit our website. By recognizing your device, cookies provide additional security to your access to our site and your Osola account. In addition cookies, by remembering your preferences can give you a faster, more personalized experience on our website. Cookies can also help us bring you relevant marketing material.

You can manage your cookie preferences or opt-out completely by clicking on the pop up when you log in to our site or by using the browser settings on your device.

How We Use The Information

We may process your personal information in several different ways. The main reasons are:

- To fulfil a contract with you
- To comply with legal obligations
- For our legitimate business interests (but only where your rights and interests do not override our legitimate interests)
- Where you have provided to consent.

Should you choose not to share your personal information with us or refuse certain contact permissions, we may not be able to provide you with the services you have asked for.

In particular we will use your personal information to do the following:

- Register you as a user of our website or other services (fulfil a contract)
- Enroll you in a training course or provide you with professional advice or mentoring services (fulfil a contract)
- To contact you about cancellations, amendments, or other information in respect of the services you have requested (fulfill a contract)
- To make any necessary adjustments to allow full participation for clients with access requirements
- To provide customer service and support and to respond to any queries you may have (legitimate interest)
- To train our staff (legitimate interest)
- To monitor customer experience (legitimate interest)
- Email and postal mailing lists (only where consent has been given). This information will include any contact details provided, together with any other information you may provide as part of the personalization process. (consent)
- Fraud prevention and detection (legal obligation and legitimate interest)

Where you have provided sensitive personal data, we will only process this information where you have explicitly agreed for us to do so and for the sole purpose it has been provided.

From time to time we may also use your information to contact you for market research purposes where you have given consent for us to contact you for this purpose.

Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. We would like to send you information about other products and services we think you might be interested in and keep you up to date with news and information from Osola. We will ask you for, or will have previously requested from you, additional permission to do this. You can opt out of these or modify your preferences at any time by using the Unsubscribe link contained within each marketing email, logging into your online account or by emailing us at info@osolasafety.com

Please note that should you choose to opt out of marketing emails, we may still contact you with customer service information and important updates regarding your account with us and services which you have requested.

Data Security

Your personal details will be securely stored on our own digital database where only authorised will have access or that of our trusted service providers (data processors), such as mailchimp our email management system

Every credit or debit card purchase you make at our website through Stripe is processed through a secure, authentication and encrypted system.

If you have any questions or concerns about the security of our site, please email info@osolasafety.com

Sharing Your Personal Information

Except as set out in this policy, we will only disclose your personal information to third parties to provide you with the services you have requested and as described above. We do not sell, rent, or trade your personal information to third parties for marketing purposes.

We may share your personal information with other third parties in the following circumstances:

- Where we undergo a change of control, or sell or transfer our business or assets, we may disclose information to a third-party buyer as part of the sale and purchase process.
- Where we have a duty to disclose or share your personal information to comply with a legal obligation.
- To prevent or detect fraud or crime.

We may also share data with third parties where it has been anonymised (meaning you are no longer able to be identified from the information).

We will ask for your express opt-in consent before we share your personal data with any external company for marketing purposes.

Data Retention

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

By law we must keep basic information about our customers (including contact, identity, financial and transaction data) for six years for tax purposes.

In some circumstances you can ask us to delete your data: see section on Your Data Protection Rights below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

Your Data Protection Rights

You have a number of important rights in respect of your personal information which can be exercised free of charge. If you make a request to us, we have one month in which to respond to you. In summary these rights include:

- Your right of access – you have the right to ask us for copies of your personal information
- Your right to rectification – you have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure – you have the right to ask us to erase your personal information in certain circumstances
- Your right to restriction of processing – you have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing – you have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability – you have the right, in certain circumstances, to ask that we transfer the personal information you gave us, to another organisation, or to you.

For further information on your Data Protection Rights please see the Information Commissioner's Office at <https://ico.org.uk/global/privacy-notice/your-data-protection-rights/>

If you wish to make a request please contact us at

Osola Ltd
19 Murrayfield
Bishopbriggs
Glasgow
G64 3DS

Email: info@osolasafety.com

Website Contact form

How to Make A Complaint

If you have any concerns about our use of your personal information you can make a complaint to us via the contact information above.

You can also complain to the Information Commissioner's Office if you are unhappy with how we have used your data. You can contact ICO at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Information Commissioner's Office – Scotland
Queen Elizabeth House
Sibbald Walk
Edinburgh
EH8 8FT

Telephone: 0303 123 1113

Telephone: 0303 123 1115

ICO website and Live Chat facility:
<https://ico.org.uk/global/contact-us/>