



Web Privacy Policy when using Matrix Website

Matrix College is committed to protecting the privacy and security of personal data.

The use of the web pages of the Matrix College on www.matrix.ac.uk is possible without any indication of personal data; however, if you want to use services via the website, such as making an online application for a CPD course, an online payment, sending an enquiry through our online forms, processing of personal data could become necessary. For more information please refer to the Data Protection Policy.

The processing of personal data, such as the name, address, e-mail address, or telephone number of a data subject shall always be in line with the General Data Protection Regulation (GDPR), and in accordance with the country-specific data protection regulations applicable to Matrix College. This policy sets out the nature, scope, and purpose of the personal data we collect, use and process.

Internet-based data transmissions may in principle have security gaps, so absolute protection may not be guaranteed. For this reason, you may choose to transfer personal data to us via alternative means, e.g. by telephone or post.

Cookies

The web pages of Matrix College use cookies as do most other websites. We do this to ensure we provide you with the best user experience while you browse our pages. By visiting or using our website with your browser set to allow cookies, you are giving us your consent to our use of cookies for the purposes explicitly states above.

Cookies are text files that are stored in a computer system via an Internet browser. Many cookies contain a cookie ID. A cookie ID is a unique identifier of the cookie. It consists of a character string through which Internet pages and servers can be assigned to the specific Internet browser in which the cookie was stored. You may, at any time, prevent the setting of cookies through our website by changing the settings of the browser you are using. Already set cookies may be deleted at any time via an Internet browser or other software programmes. This is possible in all popular Internet browsers. If you deactivate the setting of cookies in your Internet browser, not all functions of the website may be entirely usable.

What personal data we collect about you

When you visit our website you may contact us via the website form, book on a CPD course or renew your Matrix membership we may collect some or all of the following personal information about you:

- Name
- Date of birth
- Sex
- Age
- Billing and professional practice address
- Email address
- Phone number
- Your correspondence with and from Matrix College
- Your preferences about receiving communication
- Information about your use of the Matrix College websites, and your browsing and online activities; and details we may ask you to submit to verify your identity
- Payment method (debit card) details

We may also collect some of this personal information from third parties who have your consent to pass your details to us.

What we use your personal information for

Your personal data is collected, processed, stored and used by us for various reasons, but with the intention to provide you with the best customer service and experience as our potential or current student, a member of staff or a graduate.

When you contact us via our website form, book on a CPD event or renew your Matrix membership we need to process certain information that allows us:

- To provide a service to you
- To process payments for our services
- To enrol you on a training programme or CPD event
- To provide customer support
- To improve your user experience
- To contact you via email and/or telephone in relation to your enquiry.

We may automatically collect anonymous information about your use of our website. This includes the number of pages you visit and their content, what web browser you use, and how you ended up on our website. There is no way you could be identified from this information. However, it helps us to analyse the behaviour of our visitors, potential and current customers and therefore optimise our service and advertising.

Who has access to your personal data

We will generally not disclose your personal data to any other third parties with the exclusion of subsidiary and/or affiliated companies such as payment service providers.

Your personal data will not be shared with any other organisations without your explicit permission unless we are legally entitled or required to do so.

How we protect your personal data

We make every effort to minimise the possibility of unauthorised or unlawful processing of your personal data or accidental loss or destruction of, or damage to, your personal data. For this purpose, we have taken a number of technical and organisational measures. We believe the measures implemented by our site reduce the likelihood of security problems to a level appropriate to the type of data involved.

Your rights in regards to the personal data we hold about you

In accordance with GDPR you have certain rights in relation to your data collected, processed, stored and used by us. You have the right to:

- Request access to your data for free
- Request your data to be corrected if not accurate or outdated
- Ask us to stop using your data for certain purposes, for example sending you marketing and promotional emails and text messages
- Request to be forgotten (we would remove your personal data from our records)

Developed by: Management team
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