

PRIVACY POLICY

Introduction

We ask that you read this privacy policy carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and the supervisory authorities in the event you have a complaint. By using any of our website; www.bnacademy.co.uk (the "Website"), or by providing your personal information to us, you acknowledge your acceptance of the provisions in our privacy policy. Any changes to our privacy policy will be made on this page. By continuing to use the Website after the posting of such changes, you will be deemed to have accepted any such changes.

Who we are

BN Academy Limited, referred to as "BN Academy", "we" or "us", collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws. For the purpose of the General Data Protection Regulation, the data controller is BN Academy Limited of Bembridge Airport, Bembridge Isle of Wight, PO35 5PR, United Kingdom. The named company is registered with the Information Commissioner's Office Register of Data Controllers under registration number ZA183850.

The personal information we collect and use

Information collected by us:

In the course of normal business trading we collect the following personal information when you provide it to us:

- Information you give to us. You may give us information about you by filling in forms or otherwise on the Website or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, search for a BN Academy location, product or service, visit the recruitment page, place an order on the Website, subscribe to use any of our online services, participate in a customer survey, leave a testimonial and / or when you report a problem with our site. The information you give us may include your name, address, job title, e-mail address and phone number, information concerning the type(s) of products and / or services that may be of interest to you or other interests, and a personal description. Additionally, if you use the Website to purchase products and / or services from BN Academy, the information we collect is likely to include financial and debit / credit card information.
- Information we collect about you. Each time you visit our site we may automatically collect the following information:
 - Information about your visit, including the full URL clickstream to, through and from the Website (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service or main company telephone number;
 - Technical information, including the IP address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.
- Information we collect or receive from other sources. We may receive information about you if you use any of the other websites we operate or the other services we provide. In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on the Website. We are also working with third parties (including, for example, business partners, sub-contractors in payment and delivery services, marketing companies, analytics providers, search information providers and credit reference agencies) and may receive information about you from them.

How we use your personal information

We may use information you give to us to:

- carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- provide you with information about other goods and services we offer that are similar to those that you have already enquired about or purchased;
- notify you about changes / updates to our products and / or services;
- ensure that content from our site is presented in the most effective manner for you and for your computer;
- research matters relating to flight safety.

We may use information that we collect about you to:

- administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- allow you to participate in any interactive features of our service, when you choose to do so;

Who we share your personal information with

We do not permit the sharing or disclosure of any of your personal information without your consent, other than for the purposes specified in this policy or where there is a legal requirement to do so.

Whether information has to be provided by you, and if so why

You are not obligated to provide your personal information to BN Academy, however, it may be that without such information we will be unable to offer some or all of our services.

How long your personal information will be kept

BN Academy only retains your personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years.

Your rights

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information
- access to your personal information and to certain other supplementary information that this Privacy Policy is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please email, call or write to us providing enough information so that we can identify you. You will need to provide us with proof of your identity and address and let us know the information to which your request relates, including any account or reference numbers, if you have them. If you would like to unsubscribe from any email newsletter you can also click on the 'unsubscribe' button at the bottom of the email newsletter. It may take up to 3 days for this to take effect.

Keeping your personal information secure

BN Academy takes your privacy seriously and we have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to contact us

You may contact us at any time regarding this privacy policy or the information we hold about you. If you wish to contact us, please send an email to data.protection@bnacademy.co.uk or write to The Company Secretary, BN Academy Ltd, Bembridge Airport, Bembridge, Isle of Wight, PO35 5PR.

We hope that we will be able to resolve any concerns that you may have however, you have a right to complain to the UK's Supervisory Authority, for data protection, the Information Commissioner at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

(Updated 24 May 2018)