

The security of your personal information is of utmost importance to us. Below we will set out the Privacy Policy of AT&F Solutions Limited. As well as ClickHSE and ClickFRA. For any data that we obtain from you, AT&F Solutions Limited is the data controller the purposes of appropriate data protection laws.

Below we outline what data we use, how is used and what choices and rights you have in respect to the data that is held.

We are acting in compliance with current data protection laws in the UK and the EU. Future changes to our Privacy Policy will be published on this page.

Enquiring about our services

If enquiring for information or a quote – you are able to contact us via the telephone or by completing a form online. In doing so we will ask for some simple contact details (phone number, email and name) as well as record details of your general or specific requirements.

Our team will then use this information to help find the best product for you, and communicate various options to you. You may ask for our team to stop providing details of any offers tailored to your requirements at any point.

Buying a licence / service

In proceeding to buy a licence, the information that we will require may vary depending on a number of factors. These are:

Whether we are acting directly as your account administrator or via one of our resellers, or if you are managing the account in-house.

We must pass on the information required by those fulfilling your account access. We will only pass on information relevant to the service. We will work with any resellers to ensure that any data passed to them is adequately protected and adheres to the levels of privacy and data security practised by us.

In all cases we will record and securely store:

Names of trainees

User ID

Location

Department

Plus contact details such as email address, phone number and address of **account administrators**.

In some instances your account administrator (employer) may also require:

User ID in the form of payroll ID, employee No, Date of Birth, Job Title.

Communication about your account

It is important that we are able to contact you by email, telephone or letter using the contact details obtained at the time of your account activation.

This could be to:

Lost or forgotten login details, updates to your profile, reset login details, activate new course or services.

Future Marketing

We will only contact you with offers, promotions or details of available products and services under the following circumstances.

You have an active account with us.

You have previously had an active account however, it may now be in sleep mode awaiting renewal instructions.

We will use securely held contact information and details of previous activity including that collected digitally (see below) when you have visited our websites.

We may also collect details of how you use any marketing emails that we may send, including whether you open our emails and what actions you take once you have. Such information may be used to determine the marketing messages that you may see.

We assure you that you will always be able to ask us to stop marketing to you at which point any and all direct marketing will cease (with the exception of any campaigns that are currently in the pipeline for despatch – for example direct mailings already submitted for fulfilment). All marketing emails issued by our business will include an 'unsubscribe' link.

AT&F Solutions Ltd do not sell, trade or rent your personal details to third parties unconnected to your account with us.

Digitally collected information

Information collected digitally can include your IP address, data from your browser, cookies (pieces of data stored on your computer) and how our website is used and from what kind of device. This can be used for a number of purposes, such as provide aggregate information as to how users may access our site to providing a more individualised service, such as displaying our pages in the right format for example.

Your rights to see, delete or amend data held about you

You are entitled to access your personal data held by us at any time. Please email privacy@atfsolutions.com to make such a request. We will be obliged to offer any appropriate details within 30 days of the request. Please do advise us if you are seeking a specific piece or pieces of data.

We will only process your data for as long as it is deemed necessary after which time it will be securely deleted. Any concerns about the ongoing processing of data, including any corrections that may need to be made to any information held, should also be directed to privacy@atfsolutions.com



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