Privacy Notice – Customers

General Data Protection Regulations

At Admac we take data privacy seriously. This document has been prepared to inform our customers of the personal information we collect, what we do with it, and individual's rights in relation to their data.

Admac Limited (company no. 02399449) is registered with the ICO (no. ZA352985). Our head office is located at:
Unit 5, Ashford House, Beaufort Court, Sir Thomas Longley Road, Rochester, ME2 4FA

Our directors can be contacted by email to enquiries@admac.co.uk for any data privacy queries.

What personal data do we process?

In order to fulfil our contractual requirements, it is necessary to collect and process information including; names, addresses, telephone numbers, email addresses, job titles, payment details, signatures and other task specific information provided to us. Without this we would be unable to deliver requested services.

Consultancy Services

During the course of our work we may be presented with a wide range of personal and potentially sensitive information. Where relevant and necessary to the task this data will be collected to provide consultancy and advisory support, and as objective evidence to support and allow traceability against our audit findings.

Training Courses

In order to verify the identity of individuals and provide training certification, dependant upon the awarding body, we may additionally require; date of birth, gender, nationality, identification numbers and passport photos.

We may also receive information to support in the delivery of our training courses on special requirements including accessibility needs, dietary/health issues and learning support requirements, to meet our legal obligations on equality and health and safety.

Legitimate Interests

As a company pursuing commercial activities, we may sometimes need to process your data to pursue our legitimate business interests, for example for business development, website analytics, administrative purposes, prevention of fraud or reporting potential crimes. We will never process your data where these interests are overridden by your own interests.

Who do we share your information with?

Where it is necessary to support the fulfilment of contractual requirements, we have a legitimate business interest, or are legally obliged to do so, personal information may be shared with the following parties:

- Associate consultants and business partners, for the delivery of specialist consultancy, training and ancillary services
- External training organisations and awarding bodies, for the approval, delivery and certification of accredited and regulated courses
- Our suppliers (e.g. payment processing, software/data hosting, postal services), to support the delivery of our contracted services and business requirements
- External auditors and certification bodies (e.g. BSI) who verify the compliance and effectiveness of our management system processes
- Professional advisors, including legal and financial services, and any potential investors
- Regulators and law enforcement agencies, where required to do so

Our partners are based in the UK, and we undertake due diligence assessments to ensure the rights of individuals will not be compromised.

How long will we hold your data?

Personal data will be retained for no longer than is necessary or is contractually/legally required. We will keep customer's information for the length of any contractual relationship you have with us, and after that for a suitable period to audit contractual fulfilment, to make contact for our legitimate interests (e.g. training course refreshers), to evidence legal advice given in the event of any dispute or litigation, and to respond to any regulators (e.g. financial).

Your data will be held securely in the UK, or a legislatively aligned country (e.g. EU data centre) in line with the policies contained within our Information Security Management system.

What are your individual rights?

You have a number of rights with regard to your data, including the right to request access to and rectification/erasure of your personal data, and the right to restrict/object to its processing. If you have provided consent for the processing of your data, you have the right to withdraw that consent at any time.

If you believe that we have not complied with legal requirements in regard to your personal data, you have the right to lodge a complaint to the Information Commissioner's Office (www.ico.org.uk).

Should you have any further queries or concerns please contact our office by email or post.