

RED ROCK INTERNATIONAL PRIVACY STATEMENT

WHO WE ARE

At Red Rock International, we are committed to maintaining the trust and confidence of our visitors to our web site and users of our services. We want you to know that RRI is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. In this Privacy Policy, we've provided detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Address: North Dock, Llanelli, Carmarthen, SA15 2LF

Email: info@redrockinternational.com

TYPES OF DATA WE COLLECT

MAILING LISTS

We collect name, email and email preference information with our mailing list. We use that information for a couple of reasons: to tell you about what you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer Sam Pate (sam.p@redrockinternational.com).

SALES AND MARKETING INFORMATION

When we have been contacted through an enquiry, or have contact with customers and potential customers we may retain the following information:

- Name and email
- Record of correspondence

These records may be kept indefinitely so we have a record of what you have asked for in the past, so that we can better serve you in the future.

COOKIES

Our website uses cookies, as almost all websites do, to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites

Our cookies help us:

- Make our website work as you'd expect
- Improve the speed/security of the site
- Allow you to share pages with social networks like Facebook
- Continuously improve our website for you
- Make our marketing more efficient (ultimately helping us to offer the service we do at the price we do)

We do not use cookies to:

- Collect any personally identifiable information (without your express permission)
- Collect any sensitive information (without your express permission)
- Pass data to advertising networks
- Pass personally identifiable data to third parties
- Pay sales commissions

You can learn more about all the cookies we use below.

Granting us permission to use cookies

If the settings on your software that you are using to view this website (your browser) are adjusted to accept cookies we take this, and your continued use of our website, to mean that you are fine with this. Should you wish to remove or not use cookies from our site you can learn how to do this below, however doing so will likely mean that our site will not work as you would expect.

We use cookies to make our website work including:

Allowing you to add comments to our site

There is no way to prevent these cookies being set other than to not use our site.

Social Website Cookies

So you can easily "Like" or share our content on the likes of Facebook and Twitter we have included sharing buttons on our site.

The privacy implications on this will vary from social network to social network and will be dependent on the privacy settings you have chosen on these networks.

Anonymous Visitor Statistics Cookies

When someone visits www.redrockinternational.com we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Turning Cookies Off

You can usually switch cookies off by adjusting your browser settings to stop it from accepting cookies. Doing so however will likely limit the functionality of our's and a large proportion of the world's websites as cookies are a standard part of most modern websites

It may be that you concerns around cookies relate to so called "spyware". Rather than switching off cookies in your browser you may find that anti-spyware software achieves the same objective by automatically deleting cookies considered to be invasive.

SERVICE USER INFORMATION

For some of our training course and events, we collect personal information for participants for a variety of reasons, depending on the particular course. These include the following reasons:

- To be aware of any medical conditions which might impact participation on the event, or which first aiders should be aware of in the event of an incident
- To make contact with participants before, or after the course
- To provide certificates with the correct name, organisation and to be able to send to a mailing address
- To be able to contact next of kin in the event of an incident
- To be able to provide access to relevant assessments (such as the Birkman Method) if they are required parts of the course.
- To request permission to use photos from the course for marketing purposes

We normally destroy all physical and electronic records upon completion of the course or event. Occasionally, we may retain records for up to three years where there is a legitimate interest in doing so. Physical records are retained in locked storage, and digital records are stored on secure, password protected areas where access is limited to essential personnel.

Sharing with third parties. In rare cases, service user information may be shared with third parties, who must agree to follow the terms of our privacy policy. Situations where information might be shared are:

- To allow a third party to provide access to proprietary assessment tools (such as the Birkman Method).
- Where third parties require medical/allergy information to fulfil their services in relation to the course/event.

ACCESS TO YOUR PERSONAL INFORMATION

You are entitled to view, amend, or delete the personal information that we hold. Email your request to our data protection officer Sam Pate at sam.p@redrockinternational.com.

CHANGES TO THIS PRIVACY NOTICE

This privacy policy will be reviewed periodically. The last update was made on 17th May 2018.