

BICSc Privacy Policy

Thank you for visiting the BICSc Privacy Policy which details the personal information that you provide to BICS Business Services (BBS - the commercial training arm of the Institute) and BICSc or data we collect about you, how we collect information, why it is collected, how it is stored, used and processed. The policy applies to all BBS and BICSc products and services where we collect personal data.

BBS and BICSc hereafter referred to collectively as BICSc within this Privacy Policy.

Where do BICSc collect information about you from?

BICSc collect information directly from you when you contact us, when you interact with us or purchase products or services from us.

If you submit an application form for individual BICSc membership or as a company representative for BICSc corporate membership the information from these forms will be stored on our system.

Information contained on skill training submissions such as Licence to Practice Registration Forms are processed and retained on our system.

If you contact us via the internet using social media or via our website by submitting an email your message will be held on our social media account and in our Outlook Mailboxes.

When you speak to a representative of BICSc at an event or over the telephone they may record information about the conversation or meeting to enable us to understand your business requirements and deliver a response or answer to any queries you have.

BICSc do not obtain information about you from third party sources.

What personal information do BICSc collect about you?

Application forms for BICSc membership and training skills contain information which you provide to us to enable us to process your request. The information contained on the application forms is stored on our system.

If you contact BICSc we may request personal information to enable us to identify your membership or training requirements so we can arrange appropriate services or products to be supplied to you. We reserve the right to store this information for ongoing customer service delivery.

What personal information do you provide to BICSc?

When contacting BICSc for skill awards and individual membership the information you provide may include:

Contact details: title, full name, home address, telephone number, email address, this information is stored so that we may contact you regarding the services you receive from BICSc.

Photographs for the membership and skill cards.

Date of birth, place of birth, gender, ethnicity, disability, this information is stored so that we can identify you if we have multiple people with the same name recorded in our system.

Employment details: employers name, job title, this information allows us to identify you and ensure your training record is recorded against the site where you receive training. This helps us to locate your record if you have a query or require a reprint of your skill card or certificate.

Products and services, you have received from us are recorded on our system so we can understand your needs and address your queries quickly.

Do we carry out monitoring of correspondence involving personal information?

BICSc do not use recording or intercepting monitoring equipment on calls, emails or social media.

We reserve the right to make notes on your personal customer record regarding this type of correspondence.

Do you have to provide information to BICSc?

We would not be able to process your membership application, training skill request or answer your query without a minimum level of personal data and a photograph. We do not request unnecessary data and where information is mandatory or optional to provide this is identified on the application form.

How do BICSc use your information?

We use the information you provide on application forms to process your application for membership or training skills and to help us deliver a personalised customer service.

If you contact us we may use your information in the following ways:

- To reply to a request for information about: customer support, your membership, your training records, our training services or technical advice about the cleaning industry or cleaning issues.
- Validate access to membership benefits.
- We may use personal information you have provided to us to send you details of events, new products and news articles such as BICSc magazine The Standard we believe may be relevant or of interest to you.
- If you are a BICSc Assessor with a training hub or centre we may use your information to send you Assessor Bulletins with details of any updates or revisions to training schemes, skills and audits or the candidate approval process.
- For management, governance and auditing during the course of operating BBS and BICSc as companies.
- Periodically we may contact you for market research purposes or to complete feedback surveys.

BICSc may share your information with our Accredited Training Associates to enable them to deliver BICSc services to you on behalf of BICSc.

BICSc do not share, exchange or sell mailing lists of our customers information to third parties.

Information for marketing purposes

If you engage with BICSc via telephone, email, events, social media or our website and providing personal information we may use your information to contact you for marketing purposes where we believe the marketing e-shot or email may be relevant or of interest to you.

Please contact BICSc at data@bics.org.uk if you would prefer us not to use your personal information for marketing purposes.

What are your options for your information held by BICSc?

In order to securely store and protect personal data we will ask you to provide proof of identity before we can provide copies of information or make amendments to records we hold about you.

Under data protection legislation you have the right to request a copy of your information held by BICSc. If you would like a copy of the information that we hold please email data@bics.org.uk

If you would like BICSc to delete, amend or correct any information you consider to be incorrect please email us at data@bics.org.uk with the update or correction.

If you do not wish BICSc to process, use your data or send you information please email your request or amendment to data@bics.org.uk

Retention of personal information

BICSc will retain your personal data on our system for as long as we consider necessary to enable us to manage our relationship with you and to be able to supply confirmation to you or parties you engage with of training you have received.

Our commitment to security

We are committed to ensuring that your information is held securely on our systems and in our physical records.

BICSc operates a controlled access policy and password restricted access for employees and IT professionals where only those employees who require access to your information to undertake their job and deliver service to you have access to your records.

Our systems are covered by anti-virus software and we undertake regular updates of software to mitigate the risk of our systems being violated and your information being compromised.

Contact us

If you have any questions about this Privacy Policy please contact us at data@bics.org.uk email or by post:

BICSc
9 Premier Court
Boarden Close
Moulton Park
Northampton
NN3 6LF

Please reference your correspondence: Privacy Policy.

This Privacy Policy was revised April 2018.

The Privacy Policy is an active document and we reserve the right to change the policy at any time to reflect changes in the law or BICSc policy.

The Privacy Policy will be posted on this web page and the last date of revision is identified above.