



## iemaSTS Copyright, Data Protection and Complaints Policy

iema**STS** abides by international copyright and data protection laws. Outlined below is a summary of our process including our complaints procedure. Please feel free to email [info@iemaSTS.com](mailto:info@iemaSTS.com) with any questions.

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Copyright & Licensing

iema**STS** Ltd

Saracen House

Crusader Road

City Office Park

Tritton Road

Lincoln

LN6 7AS

UK

Privacy

### **Website Data Protection**

We, Institute of Environmental Management and Assessment Sustainability Training Solutions Limited, are required to comply with the provisions of the Data Protection Act 1998 (the 'Act') in relation to how we handle any personal data which we obtain from you. Any personal information gathered will only be used in the context of your studies with us. We may also collect sensitive personal data relating to you but only with your explicit consent in advance.

We may process all the information we obtain from you to enable us to fulfil our contractual obligations to you. We may also request further information from third parties or shall disclose your details to other partners or selected third parties, their regulators or industry bodies.

In disclosing your personal details to us, you agree that we may process and in particular may disclose your personal data:

As required by law to any partners or third parties:

Who may use your personal data to:

Undertake quality administration in relation to the course and/or qualification for which you are registered including providing you with a certificate on successful completion of your course and/or qualification or the specified units of it.

Contact you directly in relation to quality control undertaken for the course and or qualifications for which the learner is registered.

Inform you of products or services offered by partners and third parties.

Disclose your personal details to third parties for the purposes of providing prizes, remuneration and qualifications for learners

Administer requests of reasonable adjustments under the Access of Assessment policy.

Carry out statistical analysis (on an anonymised basis) which may be carried out by us or selected third parties; and:

To monitor (on an anonymised basis) equal opportunities relating to ethnicity or disability or other such monitoring purposes

### **Centre Data Protection**

We, (centre to complete), are required to comply with the provisions of the Data Protection Act 1998 (the 'Act') in relation to how we handle any personal data which we obtain from you. Any personal information gathered will only be used in the context of your studies with us. We may also collect sensitive personal data relating to you but only with your explicit consent in advance.

We may process all the information we obtain from you to enable us to fulfil our contractual obligations to you. We may also request further information from third parties or shall disclose your details to other selected third parties, their regulators or industry bodies.

In disclosing your personal details to us, you agree that we may process and in particular may disclose your personal data:

As required by law to any third parties:

Who may use your personal data to:

Undertake quality administration in relation to the course and/or qualification for which you are registered including providing you with a certificate on successful completion of your course and/or qualification or the specified units of it.

Contact you directly in relation to quality control purposed undertaken for the course and or qualifications for which the learner is registered.

Inform you of products or services offered by partners and third parties.

Disclose your personal details to third parties for the purposes of providing prizes, remuneration and qualifications for learners

Administer requests of reasonable adjustments under the Access of Assessment policy

Carry out statistical analysis (on an anonymised basis) which may be carried out by us or selected third parties; and:

To monitor (on an anonymised basis) equal opportunities relating to ethnicity or disability or other such monitoring purposes

### **Complaints against iemaSTS**

iema**STS** strives to establish and maintain working relationships with both our training partners and subsequent IEMA learners and we do everything we can to make sure we provide the best possible service. However, should a need arise we have procedures put in place to allow you to complain effectively.

Please write to:

Customer Relations

iema**STS** Ltd

Saracen House

Crusader Road

City Office Park

Tritton Road

Lincoln

LN6 7AS

UK

## **Complaints against partners and third parties**

Whilst we always try to ensure that staff, local examiners, Assessors and EQAs carry out their duties in a professional and responsible manner there may be exceptional instances where a learner or a training partner is unhappy with their conduct. In these circumstances, the letter of complaint will be addressed to our Customer Relations department.