



iemaSTS Privacy and Data Policy

iemaSTS is careful with the way it collects and stores your data. Outlined below is a summary of our process. Please feel free to email info@iemaSTS.com with any questions.

We collect certain information or data about you when you use www.iemaSTS.com

This includes but is not limited to:

Questions, queries or feedback you leave, including your email address if you send an email to info@iemaSTS.com or any of our team via their advertised email addresses

Your IP address, and details of which version of web browser you used

Information on how you use the site, using cookies and page tagging techniques to help us improve the website

Details to allow you to request information on a new product or service, e.g. an email address (you'll always be told when this information is being collected, and it will only be used for the purpose you provide it for)

This helps us to:

Improve the site by monitoring how you use it

Respond to any feedback you send us, if you've asked us to

Provide you with information about training solutions if you want it

We can't personally identify you using your data.

Where your data is stored

We store your data on our secure servers in the UK.

It may also be stored outside of Europe, where it could be viewed by our staff or suppliers.

By submitting your personal data, you agree to this.

Keeping your data secure

Transmitting information over the internet is generally not completely secure, and we can't guarantee the security of your data.

Any data you transmit is at your own risk.

We have procedures and security features in place to try and keep your data secure once we receive it.

We won't share your information with any other organisations for marketing, market research or commercial purposes, and we don't pass on your details to other websites. However, data is stored on a system used by the IEMA group, staff from IEMA and GACSO will also be able to access this. Staff have been asked to use this information sensitively and appropriately.

Disclosing your information

We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply our terms of use and other agreements.

Your rights

You can find out what information we hold about you, and ask us not to use any of the information we collect. This is subject to a fee set by the Data Protection Act.

Links to other websites

www.iemaSTS.com contains links to and from other websites.

This privacy policy only applies to this website, and doesn't cover other services and transactions that we link to.

Following a link to another website

If you go to another website from this one, read the privacy policy on that website to find out what it does with your information.

Following a link to www.iemaSTS.com from another website

If you come to [iemaSTS.com](http://www.iemaSTS.com) from another website, we may receive personal information about you from the other website. You should read the privacy policy of the website you came from to find out more about this.

What are cookies?

This website uses cookies to collect information. Cookies are small data files which are placed on your computer or other mobile or handheld device (such as smart 'phones or 'tablets') as you browse this website. They are used to 'remember' when your computer or device accesses this website. The cookies are essential to the effective operation of our website and to enable to you shop with us online. Cookies are also used to tailor the products and services offered and advertised to our users, both on this website and elsewhere.

Currently we operate an 'implied consent' policy which means that we assume you are happy with this usage. If you are not happy, then you should either not use this site, or you should delete IEMA cookies having visited the site, or you should browse the site using your browser's anonymous usage setting (called "Incognito" in Chrome, "InPrivate" for Internet Explorer, "Private Browsing" in Firefox and Safari etc.)

If you do not know what cookies are, or how to control or delete them, then we recommend you visit <http://www.aboutcookies.org> for detailed guidance.

Information collected

Some cookies collect information about browsing and search behaviour by people who access this website via the same computer or device. This includes information about pages viewed, search terms used and the user journey around a website. We do not, however, use cookies to collect or record information on users' name, address or other contact details.

Who sets the cookies?

The cookies stored on your computer or other device when you access this website are set by iema**STS**, our suppliers who partner with us to help deliver a high quality website, and other third parties.

Some cookies are set by or on behalf of iema**STS** and are necessary to enable users to a make purchases on our website.

Cookies may also be set by third parties.

Google Analytics – We use this to understand how the site is being used in order to improve the user experience. User data is all anonymous.

Social buttons – On many of the pages of the site you will see 'social buttons'. These enable users to share or bookmark the web pages. There are buttons for: Twitter, Google +1, Facebook 'Like', LinkedIn 'Share'. In order to implement these buttons, and connect them to the relevant social networks and external sites, there are scripts from domains outside of IEMA. You should be aware that these sites are likely to be collecting information about what

you are doing all around the internet, including on iema**STS**'s site. So if you click on any of these buttons, these sites will be registering that action and may use that information. In some cases these sites will be registering the fact that you are visiting iema**STS**, and the specific pages you are on, even if you don't click on the button if you are logged into their services, like Google and Facebook. You should check the respective policies of each of these sites to see how exactly they use your information and to find out how to opt out, or delete, such information.

External web services – We use a number of external web services on the IEMA site, mostly to display content within our web pages. For example, to display images we sometimes use Flickr; to display slideshows we sometimes use SlideShare; to show videos we use Vimeo and YouTube. This is not an exhaustive or complete list of the services we use, or might use in the future, when embedding content, but these are the most common. As with the social buttons we cannot prevent these sites, or external domains, from collecting information on your usage of this embedded content. If you are not logged in to these external services then they will not know who you are but are likely to gather anonymous usage information e.g. number of views, plays, loads etc.

What are cookies used for?

The main purposes for which cookies are used are:

1. For technical purposes essential to effective operation of website.
2. To drive iema**STS** marketing, particularly banner advertisements and targeted updates.
3. To enable iema**STS** to collect information about the browsing and search habits and activities of users, including monitoring the success of websites, campaigns, competitions etc
4. To enable iema**STS** meet its contractual obligations to make payments to third parties when a product is purchased by someone who has visited our website from a site operated by those parties.

Types of cookies:

Persistent cookies remain on your device until deleted manually or automatically. Session cookies remain on your device until you close your browser when they are automatically deleted. We use the following cookies:

Essential cookies, these include, for example, cookies that enable you to log into our members area.

Performance cookies are used to recognise and count the number of visitors to our site and to see how visitors use it. You cannot be identified from this type of cookie.

Disabling cookies?

If you want to disable cookies you need to change your website browser settings to reject cookies. How to do this will depend on the browser you use. For further detail on how to disable cookies for the most popular browsers, visit: <http://www.aboutcookies.org>

What happens if I disable cookies?

This depends on which cookies you disable, but in general the site may not operate properly if cookies are switched off. If you only disable 3rd party cookies you will not be prevented from making purchases on this site.

Security

Please note that whilst we take appropriate technical and organisational measures to safeguard the personal data (name, address, email address, phone number) that you provide to us, no transmission over the Internet can ever be guaranteed secure. Consequently, please note that we cannot guarantee the security of any personal data that you transfer over the Internet to us.

If you are using a computer or terminal in a public location, we recommend that you always log out and close the website browser when you complete an online session for your security. In addition we recommend that you take the following security measures to enhance your online safety:

Keep any account passwords private. Remember, anybody who knows your password may access your account.

When creating a password, use at least 8 characters. A combination of letters and numbers is best. Do not use dictionary words, your name, email address, or other personal data that can be easily obtained. We also recommend that you frequently change your password.

Avoid using the same password for multiple online accounts.

Spoof/false emails

We will never ask you to confirm any account or credit card details via email. If you receive an email claiming to be from iema**STS** asking you to do so, please ignore it and do not respond.

Your rights

You have the following rights:

- the right to ask what personal data that we hold about you at any time, subject to a fee specified by law (currently £10);
- the right to ask us to update and correct any out-of-date or incorrect personal data that we hold about you free of charge; and
- the right to opt out of any marketing communications that we may send you.

If you wish to exercise any of the above rights, please contact us using the contact details specified above. However, if you wish to unsubscribe from e-mail marketing communications that we send you, you can most easily do this by clicking on the unsubscribe link at the bottom of any e-mail newsletter we have sent to.

Third party sites

This Website contains links to other websites operated by third parties (including micro sites, described above). Please note that this privacy policy applies only to the personal data that we collect through this Website and we cannot be responsible for personal data that third parties may collect, store and use through their website (including micro sites). You should always read the privacy policy of each website you visit carefully.