

# Privacy Policy

## 1. Introduction

Infinitus Security & Training (hereinafter referred to as "we", "us", or "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website, use our services, or enrol in our courses. Please read this Privacy Policy carefully and contact us if you have any questions or concerns.

## 2. What information do we collect?

We may collect and process the following types of information from you:

- Personal information: This includes your name, email address, phone number, postal address, date of birth, gender, and any other information that you voluntarily provide to us when you register, request information, or use our services.
- Technical information: This includes your IP address, browser type, device type, operating system, referral source, and any other information that we automatically collect when you visit our website or use our online platforms.
- Usage information: This includes your browsing history, page views, clicks, downloads, time spent, feedback, and any other information that we collect to measure and improve your experience on our website or online platforms.
- Course information: This includes your course enrolment, progress, completion, assessment, certification, and any other information that we collect to provide and evaluate our courses.

## 3. How do we use your information?

We may use your information for the following purposes:

- To provide and deliver our services and courses to you, and to communicate with you about them.
- To process and confirm your payments, and to issue invoices and receipts.
- To verify your identity, and to prevent fraud and unauthorised access.
- To improve and customize our website, online platforms, services, and courses, and to develop new features and offerings.
- To analyse and monitor our website, online platforms, services, and courses, and to measure their performance and effectiveness.
- To send you newsletters, promotions, surveys, and other marketing communications that may be of interest to you, with your consent or as permitted by law.
- To comply with our legal obligations, and to protect and enforce our rights and interests.

## 4. How do we share your information?

We may share your information with the following parties:

- Service providers: We may use third-party service providers to perform certain functions on our behalf, such as hosting, storage, payment

processing, analytics, email delivery, and customer support. We only share your information with these service providers to the extent necessary for them to perform their services for us, and we require them to protect your information and comply with this Privacy Policy.

- **Partners:** We may partner with other organisations or entities to provide or enhance our services or courses, such as accreditation bodies, certification agencies, or training providers. We may share your information with these partners to the extent necessary for them to perform their functions for us, and we require them to protect your information and comply with this Privacy Policy.
- **Clients:** We may share your information with our clients who have contracted us to provide security services or training courses for them, such as employers, organizations, or institutions. We may share your information with these clients to the extent necessary for them to verify your identity, qualifications, or credentials, and to evaluate your performance or suitability for their purposes.
- **Legal authorities:** We may disclose your information to law enforcement, regulatory, or judicial authorities if we are required or permitted to do so by law, or if we believe that such disclosure is necessary to protect our rights, interests, or safety, or the rights, interests, or safety of others.

## 5. How do we protect your information?

We take reasonable and appropriate measures to protect your information from unauthorized access, use, disclosure, alteration, or destruction. These measures include:

- Using secure servers, encryption, firewalls, and other technical safeguards.
- Limiting the access to your information to our authorized personnel and service providers who need it to perform their duties.
- Training and educating our staff and service providers on data protection and privacy practices.
- Reviewing and updating our policies and procedures on a regular basis.
- We currently do not transfer your personal data to the United States or other jurisdictions outside the European Economic Area ('EEA').

However, please note that no method of transmission or storage of information is completely secure, and we cannot guarantee the absolute security of your information. You are also responsible for maintaining the confidentiality of your account and password, and for notifying us immediately if you suspect any unauthorized access or use of your account.

## 6. How long do we keep your information?

We only keep your information for as long as necessary to fulfil the purposes for which we collected it, or as required or permitted by law. We will delete or anonymize your information when it is no longer needed, or when you request us to do so, subject to our legal obligations and technical limitations.

## 7. What are your rights and choices?

You have the following rights and choices regarding your information:

- Access: You have the right to access and obtain a copy of your information that we hold, subject to certain exceptions and limitations.
- Correction: You have the right to correct or update your information that we hold if it is inaccurate or incomplete.
- Deletion: You have the right to request us to delete your information that we hold, subject to certain exceptions and limitations.
- Objection: You have the right to object to our use of your information for certain purposes, such as marketing or profiling.
- Restriction: You have the right to request us to restrict or limit our use of your information for certain purposes, such as when you contest its accuracy or lawfulness.
- Portability: You have the right to request us to transfer your information to another service provider, where technically feasible.
- Consent: You have the right to withdraw your consent to our use of your information for certain purposes, such as marketing or profiling, at any time.
- Complaint: You have the right to lodge a complaint with us or the relevant data protection authority if you are unhappy with how we handle your information.

To exercise any of these rights or choices, please contact us using the details below. We may ask you to provide proof of your identity and sufficient information to locate your information. We will respond to your request within a reasonable time and in accordance with the applicable law.

## 8. How do we use cookies and similar technologies?

We may use cookies and similar technologies, such as web beacons, pixels, or local storage, to collect and store information about your preferences, usage, and interactions with our website or online platforms. Cookies are small files that are placed on your browser or device by the website or platform that you visit. We use cookies and similar technologies for various purposes, such as:

- To remember your preferences and settings, such as your language, display, or login details.
- To enhance and personalize your experience on our website or online platforms, such as by showing you relevant content or recommendations.
- To measure and analyse the traffic, performance, and effectiveness of our website or online platforms, such as by generating statistics and reports.
- To deliver and manage our advertising campaigns, such as by showing you ads that are relevant to your interests or behaviour.
- To enable the functionality and security of our website or online platforms, such as by verifying your identity, preventing fraud, or supporting online payments.

You can manage your cookie preferences and settings by adjusting your browser or device settings. You can also opt out of receiving targeted ads from certain ad networks by visiting their websites or using their tools. However, please note that if you disable or reject cookies or similar technologies, some features or functionalities of our website or online platforms may not work properly or as intended.

## 9. How do we update this Privacy Policy?

We may update this Privacy Policy from time to time to reflect changes in our practices, technologies, or legal requirements. We will notify you of any material changes by posting the updated Privacy Policy on our website or online platforms, or by sending you an email or other notification. The date of the last update will be indicated at the top of this Privacy Policy. Your continued use of our website, online platforms, services, or courses after the update will constitute your acceptance of the updated Privacy Policy.

## 10. How do we contact you?

We have appointed a Data Protection Officer to oversee compliance with this privacy policy. If you have any questions, comments or requests regarding this policy or how we use your personal data please contact our Data Protection Officer at [info@infinitus1st.uk](mailto:info@infinitus1st.uk). This is in addition to your right to contact the Information Commissioners Office if you are unsatisfied with our response to any issues you raise at <https://ico.org.uk/global/contact-us/>: