



Privacy Policy

At Open Skies Management Ltd (also incorporating Open Skies Renewables) we aim to be open and transparent about the way we collect and use personal data. We are committed to protecting your privacy. We constantly review our systems to ensure best possible service to our customers and partners.

This Privacy Policy covers how we collect, use, disclose, transfer, and store your personal information.

Principles of Our Policy

- Private - We will never sell, rent or trade information about you to other companies. Your data will not be supplied to anyone except as described in this privacy notice, unless we are obliged by law to disclose it.
- Secure - In accordance with the UK Data Protection Act and the EU General Data Protection Regulation (GDPR) we follow strict security procedures in the storage and disclosure of information that you have given us to prevent unauthorised access
- Necessary - We won't collect information unless it is needed for purposes we have told you about in this privacy policy, to deliver a better service or to give you useful, relevant information
- Your Rights - After 25 May 2018, you have the right of access to know what personal information any organisation keeps about you. The right is to be informed, for example why data is kept on you. You also have the right for rectification or erasure for example you can edit your details, change or completely remove your information

What Personal Data Do We Hold?

The personal data we collect and receive about you depends on your interaction with us.

If you contact us by phone, we will log your name and email address, only if you request for further information to be emailed from us to you.

Website Visitors

When you visit our website, we receive information about you through cookies. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile reports on website activity.

Students (learners) of OSM

If you are a student of OSM we hold the following additional information about you for the purpose of administering your course;

- Title eg Mr, Mrs, Ms, Miss etc
- First Name
- Surname
- Date of Birth
- Gender
- Email address
- Telephone Number
- Postal Address
- CMI membership number (if applicable)
- Other information you voluntarily provide to use (eg sector, education, employment details, nationality)

Using Your Personal Information

The personal information we collect from you allows us to;

- Provide the products/services you have requested
- Provide you with the services under your course agreement or any other contract we make with you
- Notify you about changes to our services
- Administer our website and provide customer services
- Meet legal, regulatory and compliance requirements
- Gather management information to form statistical and trend analysis
- Communicate with you
- Contact you about our products/services which we think might be of interest to you (where you have granted permission for this)

We retain information about our learners for the duration of their course agreement and after it is completed, as required to protect our legitimate interests or those of CMI/C&G to enable us to investigate completed qualification queries. You will have the right to withdraw this consent at any time by clicking the unsubscribe link at the bottom of any emails you receive from us.

Marketing Communications

Where you have given us the appropriate permissions during the registration process to the website or face-to-face event (as applicable), we may from time to time contact you by email or telephone about our products/services and educational content that may be of interest to you.

These messages may be sent as part of a newsletter email, and/or triggered based on how you interact with the communications, such as selected preference on email responses and links clicked within the email.

If at any point, you would like to opt-out of receiving such marketing communications from us, or would like to change the channels that we use to contact you, please click on the unsubscribe link at the bottom of any emails you receive from us.

Who Do We Share Personal Data With?

If you are a student/learner on a course that provides CMI or C&G accreditation we will share the following information about you to the relevant Awarding Body;

- Title eg Mr, Mrs, Ms, Miss etc
- First Name
- Surname
- Date of Birth
- Gender
- Email address
- Telephone Number
- Postal Address
- State Date of Qualification
- Expected Completion Date of Qualification
- Your Assignments

We will process your personal data during the course and after it is completed to register you on the relevant qualification.

For former learners we retain the information required on previous qualifications and results achieved. This information includes learner name, title of qualification completed, date of qualification completed, results.

Regulators: the CMI and C&G are awarding bodies and are regulated by OFQUAL. Consequently they are required to register the details of Active Learners with OFQUAL at the point of certification and retain this information for audit and support reasons.

Your Data Protection Rights

As an active learner you can unsubscribe at the bottom of any non-essential emails you may receive from us.

You have the right to update and correct the personal information we hold about you. You also have the right to request from us all personal information that we hold that relates to you to request restriction of the processing of that data and to request that we delete that data or object to continued processing where it is excessive or no longer required for the purpose for which it was collected.

Where allowed by applicable law there may be an administrative charge for supply of copies of data and we will require you to provide us with appropriate identification before we comply with this request. You may also have the right to data portability. If you have a complaint about the way in which we use your personal information you have the right to complain to the Information Commissioner www.ico.org.uk

Changes To Our Privacy Policy

If our Privacy Policy changes in any way, we will place an updated version on this page. Regularly reviewing this page ensures that you are always aware of what personal information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

How To Contact Us

If you have any questions about this statement or your personal information, please contact us at info@openskiesmanagement.com