



SEI Tech International Ltd – Privacy Policy

1. Introduction

SEI Tech International Ltd (“SEI Tech International”, “we”, “us”, or “our”) is committed to protecting your privacy and ensuring that your personal information is processed securely and transparently. This Privacy Policy explains how we collect, use, store, and protect your personal data when you use our website, enrol on our courses, or make payments through third-party services such as Klarna.

We process your data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

2. Who We Are

Legal Entity: SEI Tech International Ltd

Registered Office: 51 Lynsted Close, Ashford, TN23 5RY, United Kingdom

Website: www.seitechinternational.org.uk

Email: info@seitechinternational.org.uk

Telephone: 01233 433 817

We are a UK-based health, safety, and environmental training and consultancy organisation delivering accredited qualifications and professional courses.

3. Data We Collect

We collect only the data necessary to deliver our services and comply with our legal obligations. This may include:

- **Identity Data:** Full name, date of birth, gender, ID documents, and learner reference numbers.
 - **Contact Data:** Postal address, email, and telephone number.
 - **Course Data:** Enrolment details, progress records, assessment results, and Awarding Body registration data.
 - **Financial Data:** Payment information, transaction records, and billing details.
 - **Technical Data:** IP address, browser type, device information, and login data for our e-learning platform.
 - **Marketing Preferences:** Consent to receive updates, newsletters, or promotional materials.
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4. How We Collect Your Data

Your data may be collected through:

- Direct interactions (course enrolment forms, telephone calls, emails, or in-person registrations).
 - Online forms or payment pages on our website.
 - Awarding Body or partner system integration.
 - Third-party payment processors such as **Klarna, PayPal, or Payl8r**.
 - Website analytics tools that track usage for performance improvement.
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5. How We Use Your Data

We process your personal data to:

1. Register you for training courses and assessments.
2. Administer payments and issue receipts.
3. Communicate updates about your course or qualification.
4. Register you with relevant Awarding Bodies (e.g., ProQual, IOSH, Qualsafe).
5. Maintain learning records and certification history.
6. Provide customer support and respond to enquiries.
7. Comply with regulatory, accreditation, and tax requirements.
8. Send optional marketing communications (only with your consent).

We will **not** sell, rent, or share your personal data with third parties for marketing purposes.

6. Payment Processing & Klarna



- When you choose **Klarna** at checkout, your payment details are processed directly by Klarna. We act as an **introducer** and do not make any credit decisions.
- Klarna may perform soft credit checks or identity verification to process your payment plan. For further information on Klarna's own data handling, please visit: <https://www.klarna.com/uk/privacy-notice/>
- We will share limited data with Klarna (contact and order information) only to facilitate your purchase, prevent fraud, and manage repayments.

7. Lawful Basis for Processing

We rely on one or more of the following lawful bases:

- **Contractual necessity** – to provide training or related services you have enrolled in.
- **Legal obligation** – to meet regulatory, accreditation, and accounting requirements.
- **Legitimate interest** – to improve services, prevent fraud, and manage operations.
- **Consent** – for marketing communications or optional data uses.

8. Data Retention

Personal data is retained only for as long as necessary to fulfil the purpose for which it was collected, or as required by law. Once no longer needed, data is **securely deleted or destroyed** in accordance with our **Data Retention and Destruction Procedure** (see Policy STI-DPPG-POL-001).

9. Data Security

We apply both **technical** and **organisational** measures to protect your data, including encryption, password-controlled systems, regular backups, access restrictions, and staff training.

Any third-party processors handling data on our behalf are contractually required to maintain equivalent levels of security.

10. Data Sharing & Third Parties

We may share necessary data with:

- Awarding Bodies for qualification registration and certification.
- Payment providers (Klarna, PayPal, Payl8r, banking institutions).
- Regulatory bodies such as the Information Commissioner's Office (ICO) or tax authorities, when required by law.
- External IT and data-storage providers under strict confidentiality agreements.

All third parties are vetted to ensure compliance with the UK GDPR.

11. International Transfers

We do not routinely transfer personal data outside the UK or EEA.

If transfer becomes necessary (e.g., where an international learner is registered overseas), we ensure appropriate safeguards such as **UK Addendum to EU Standard Contractual Clauses** are in place.

12. Your Data Rights

You have the right to:

- Access your personal data.
- Request correction of inaccurate or incomplete data.
- Request erasure ("right to be forgotten").
- Restrict or object to certain processing.
- Request data portability.
- Withdraw consent for marketing communications.

Requests should be sent to info@seitechinternational.org.uk and will be handled within one calendar month, as required by law.

13. Cookies & Website Tracking

Our website uses cookies to improve functionality and performance.



You can disable cookies through your browser settings, but some features may not function correctly.

14. Marketing Communications

You may opt-in to receive information about new courses or offers.

You can unsubscribe at any time via the link in our emails or by contacting info@seitechinternational.org.uk

15. Data Protection Officer (DPO)

For all GDPR-related queries, contact:

Data Protection Officer

SEI Tech International Ltd

Email: info@seitechinternational.org.uk

If you are unsatisfied with how we handle your data, you may contact the **Information Commissioner's Office (ICO)** via www.ico.org.uk.

16. Updates to This Policy

This Privacy Policy is reviewed annually, or sooner if required by changes in law or business practice. The latest version will always be available on our website.
