

## **Privacy Policy in Brief**

Quaystage Training is committed to protecting your privacy and has created this privacy statement in order to demonstrate our firm commitment to privacy. The following discloses our information gathering and dissemination practices for the website at URL: [www.quaystage.com](http://www.quaystage.com).

Quaystage Training does not disclose visitors' information to third parties.

Any information that you provide us with, whether it be business or personal information (such as your name or address), cannot be seen by third parties.

This site may at times contain links to other, third party websites; Quaystage Training Limited is not responsible for the privacy practices or the content of such websites.

For certain courses, additional privacies apply as specified below.

This privacy statement is not presented as a legally binding contract.

## **Privacy Policy in Detail**

### **Information We Collect and Use**

There are sections in our website where we may ask you to register in order to gain access to high value documents, or to be able to download various items, or to make contact with Quaystage Training. Any information you provide will remain the secured property of Quaystage Training Limited. Under no circumstances will it be sold or rented to any third party. Quaystage Training may, however, use your contact information to send you any information you have specifically requested or any other information or news about our company and services. Your details may be used in an aggregated form for marketing analysis of our website traffic.

In addition to any personal information you may provide, Quaystage Training Limited may, on occasion, use software or other tools that enable the collection of relevant technical information, for example the IP address (Internet protocol) (IP), the operating system deployed on your computer, the browser used for access, various traffic patterns, as well as the address of any referring websites. Quaystage Training Limited always traces how a visitor arrives at the Quaystage Training website, however, we will not attempt to gather information from websites that you have visited prior to visiting the Quaystage Training website.

## Use of Personal Information

Quaystage Training may use your personal information for the following purposes:

- To enable you to use the site without repeatedly entering passwords or logins.
- To provide information or services that you have requested.
- To help us manage our content to ensure it is relevant and appropriate to you.
- To alert you to company news, product upgrades, other updated information and new products and services from Quaystage Training Limited.

## Hyperlinks to Other Websites:

- Quaystage Training Limited may provide links on our site that direct to external, third party websites.
- We have no control over the content other sites, nor the usage of information they gather.
- We recommend that you always review the privacy policies at any third party sites you visit; they may not follow the same policies as us.

## Opting Out

Our site provides users the opportunity to opt-out of receiving communications from us and our partners at the point where we request information about the visitor.

This site gives users the following options to discontinue receiving future communications by any of the following means:

- In writing to: Quaystage Training Limited, Enterprise House, Ocean Way, Southampton, SO14 3XB
- You can call our client services team on this telephone number: +44 (0) 2380173843

## Our Use of Cookies

### The Quaystage Training website cookie

The Quaystage Training website uses a “session cookie” to identify your browser “session” as you move between pages on the website and perform activities. The cookie is named c2quaystage\_mxfrj3t7zd1 and will last for 3 months.

The website cookie allows our website to recognise each subsequent request from your browser as being the same browser that made the initial request to our website.

By knowing that each subsequent request is related to the first, our website is able to track your actions as you move around the website and to provide interactive features. By analysing how our website is being used in general, we can improve the website experience for future visitors. Should you experience any problems in using our website, our website developers may be able to use this information to track down your specific “user journey” and investigate and fix any issues that might arise.

The cookie itself is a very small text file that is stored on your device (for example, your PC or your phone) by your web browser. It contains a simple text code that your browser sends back to our website each time you browse to a new page. This allows the website to look up your specific session and associate data for that session with your browser. The data itself is not stored in your cookie but on the server(s) operating the website.

Each page on our website is generated by a sophisticated Content Management System (CMS). This system provides a number of interactive features where your experience may be tailored according to your past activity on the website. Such features require the “session cookie” to operate.

The session cookie provides the ability for you to log on to our website using your unique user name (or e-mail address) and password.

Each page on our website may be tailored to you uniquely, based on your past activity on the website, for example to show your name.

The session cookie provides the means to remember your log on state and hence your discussion forum preferences, such as your nickname and the date of your last post.

The session cookie provides the means for you to take part in votes (or polls) on the website.

The session cookie provides the means to remember that you have submitted a form so that you are not asked to re-submit it.

The session cookie provides the means to remember which files you have requested to be sent to you by email and the date and time at which such requests were made.

The session cookie provides the means to remember whether you have ‘liked our Facebook page.

As we improve our website over time, similar and more advanced features may be added that also require a “session cookie” to operate.

## **Google Analytics**

The Quaystage Training website uses cookies to allow Google Analytics to function correctly. Google Analytics is a free web analytics tools that helps us understand how visitors engage with the Quaystage Training website. These cookies have names that begin with \_\_utm such as \_\_utma and \_\_utmz.

Google Analytics collects information anonymously; it reports website trends without identifying individual visitors. The cookies store information such as the number of visits to the website and what site referred the visitor to the web page. We use the information to view reports about how visitors interact with the website and to help us improve the website. A different set of cookies is used for each website, and visitors are not tracked across multiple sites.

Information about these cookies and how to reject or delete them:  
<https://www.google.co.uk/intl/en/analytics/privacyoverview.html> and  
<https://www.google.com/intl/en/policies/privacy/ads/#toc-analytics>.

To opt out of being tracked by Google Analytics across all websites visit  
<https://tools.google.com/dlpage/gaoptout>.  
Google's privacy policy: <https://www.google.com/intl/en/privacypolicy.html>

## **How to control and delete cookies**

You may restrict or block the cookies which are set by the Quaystage Training website, or any other website, through your browser settings.

To find out more about cookies and how to manage them, visit [www.aboutcookies.org](http://www.aboutcookies.org).

Please be aware that restricting cookies may impact on the functionality of the Quaystage Training website.

## **Local Shared Objects (Flash Cookies)**

The Quaystage Training website uses Adobe Flash Player to provide video content. Local Shared Objects (commonly known as Flash Cookies) may be used to improve user experience, for example to save your playback preferences. Flash Cookies are similar to cookies, however they are managed differently.

## **How to disable Flash Cookies:**

Information on how to disable and delete Flash Cookies is provided on the Adobe website at <https://www.adobe.com/products/flashplayer/security>.

Your experience of the Quaystage Training website may be affected if you restrict the use of Flash Cookies.

## **Additional Privacy Policy for RYA online courses facilitated through Quaystage Training:**

### **Essential Navigation and Seamanship**

To enable access to your online course we need to share some of your personal data with the RYA via your user profile in [www.ryainteractive.org](http://www.ryainteractive.org). This learning management website is hosted and maintained by a third party called Learning Pool, who will not use your personal information for any reason other than enabling your course.

Your name and email address will be entered on [www.ryainteractive.org](http://www.ryainteractive.org) in order to create your user account. On your first access to the site, you will be asked to enter your address and date of birth. You will have access to the site for one year in order to complete your online course. During this period, your personal information will be held on the website by Learning Pool and be available to this training centre and the RYA for the purpose of managing your course.

Instructional support will be provided by this training centre for a period of 365 days from the date of your course booking.

On completion of your course, your name, email, date of birth and address will be transferred to the RYA's central database for the purpose of recording details of the course and any certification you gain as a result of it. This information allows the RYA to record your certification, to update any records they may already hold about you or your qualifications and to verify your certificate if required.

After one year from the date of your enrolment on a course, your user account will be removed from [www.ryainteractive.org](http://www.ryainteractive.org).

Full details of how the RYA will deal with your personal information will be displayed when you first access [www.ryainteractive.org](http://www.ryainteractive.org).

For the duration of your access to the site, your data will be held in accordance with the [RYA Interactive Data Policy, Terms and Conditions](#).

If you receive a digital certificate downloaded from the RYA Interactive site on completion of your course, your name, address, date of birth and certificate details will be transferred to the RYA database and held in accordance with the [RYA's Privacy Policy](#).

### **RYA Day Skipper Theory & RYA Coastal Skipper/Yachtmaster Theory**

To enable access to your online course we need to share some of your personal data with Sailing Course Online via [www.sailingcourseonline.co.uk](http://www.sailingcourseonline.co.uk). This training website and database is held and maintained on a secure server. Sailing Course Online is an RYA training centre which specialises in online navigation training and will not use your personal information for any reason other than enabling your course.

Your payment information will be collected by Quaystage Training Ltd. on behalf of Sailing Course Online. This information is collected by Quaystage Training Ltd. and is not passed on to any other organisation. Payment information for the purpose of logging you into the Sailing Course Online admin will not be retained once the payment is made.

Your name and email address will be entered on [www.sailingcourseonline.co.uk](http://www.sailingcourseonline.co.uk) in order to create your user account. Your postal address will be provided in order to send your student pack. You will have access to the site for eight months in order to complete your online

course. During this period, your personal information will be held on the website by Sailing Course Online and may be available to Quaystage Training Ltd. who may have access to the Sailing Course Online database. This period maybe extended should you wish to extend your course access.

On completion of your course, your name and email will be retained by Sailing Course Online for the purpose of recording details of the course and any certification you gain as a result of it. This information allows Sailing Course Online to record your certification. Your Instructor will not hold any information for the purposes of Sailing Course Online student support after this date. Please note that this agent may hold information to enable provision of other training not associated with the Sailing Course Online course.

Should you not complete the course in the given time frame, your name and email will be retained by Sailing Course Online for the purpose of recording details of the course. This information allows Sailing Course Online to retain a record of coursework you have completed.

If you would like your personal data removed from [www.sailingcourseonline.co.uk](http://www.sailingcourseonline.co.uk) prior to the end of your access period or at any time before you have completed your course, you can request it by email. Please contact [instructor@sailingcourseonline.co.uk](mailto:instructor@sailingcourseonline.co.uk) giving your name and email address and the course you would like to delete. Please note that if you request deletion of your account before you have completed your course, your access to the course and records of your progress will be lost.

If you would like details of your online course removing from the Sailing Course Online database when you have completed the course, please email your request to [instructor@sailingcourseonline.co.uk](mailto:instructor@sailingcourseonline.co.uk) giving your name and email address. Please note that removal of course details from the Sailing Course Online database, means that any certification gained as a result of this course will not be verifiable by Sailing Course Online, nor would Sailing Course Online be able to help with a replacement certificate.

Full details of how Sailing Course Online will deal with your personal information is given in the Sailing Course Online terms and conditions.