

1. Introduction

This policy explains what website data we collect from our website and how it is processed.

Sources of data we collect from our website:

- a) Forms enable us to provide services requested and to respond to requests
- b) Cookies to market and improve our services

2. Definitions

Xact: Xact Consultancy & Training Limited and Xact Training Limited trading as Xact Assessment

3. Why we process data

We do so for purposes of record keeping and marketing to:

- a) Assist with internal record-keeping
- b) Personalise and improve our services
- c) Send promotional material about our services to individuals, customers and potential customers who may be interested in them
- d) Conduct market research surveys
- e) Customise our website and promotional material

4. Website forms

Details we collect from those entering data into website forms includes:

- a) Name, organisation/employer and your job title
- b) Contact information including email address
- c) Services of interest
- d) Information relevant to customer surveys

Information entered into forms is emailed directly to our administration department. Please see our Data Management Policy and Record Retention Policy for more details on how data is processed.

5. Website Cookies

We use technology to track patterns of behaviour of visitors to our website. This includes using a “cookie” which is stored on website browsers which can be modified to prevent this happening.

This assists us to analyse data from webpage traffic and improve our website and marketing activities to tailor it to customer needs. We only use this information for statistical analysis purposes before removing it from our systems.

A cookie does not give us access to individual computers or user information it is a file created to enable us to analysis browsing data on our website e.g. what pages were browsed and for how long. The table below explains the cookies we use and why.

Cookie	Name	Use	Expires
Cookie preference	LLCC	This retains your booking information after your browsing session ends so you can continue shopping when you return without re-adding the products.	31 days
Google Analytics (Statistical)	_ga _gid _gat	This is used to record site activity and performance which helps us manage and improve our service. For more information	_ga: 2 years _gid: 24 hours _gat: 1 minute
Statistical cookie	rec-store-visitor	This lets us track whether orders are placed through paid ads or affiliates so we can measure our marketing, make it more relevant and reward affiliates.	31 days
YouTube cookies	PREF* VSC* VISITOR_INFO1_LIVE* remote_sid*	We embed videos from our official YouTube channel using YouTube's privacy-enhanced mode. This mode may set cookies on your computer once you click on the YouTube video player, but YouTube will not store personally-identifiable cookie information for playbacks of embedded videos using the privacy-enhanced mode. For more information	PREF* 8m (months) VSC*: Session end VISITOR_INFO1_LIVE* 8m remote_sid* Session end

6. Cookie Settings

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set, visit:

www.aboutcookies.org or www.allaboutcookies.org

For more information on how to manage cookies on popular browsers see:

- a) [Google Chrome](#)
- b) [Microsoft Edge](#)
- c) [Mozilla Firefox](#)
- d) [Microsoft Internet Explorer](#)
- e) [Opera](#)

7. Marketing

If you have previously agreed to us using your personal information for marketing purposes, you may change your mind at any time by emailing us at: unsubscribe@xact.org.uk

8. Links to other websites

Our website contains links to other websites of interest. If you use these links and leave our site, we have no control over those websites. Xact cannot be responsible for the protection and privacy of any information which you provide when visiting such sites which are not governed by this policy.

9. Regulation

Xact are committed to ensuring that your information is secure and in accordance with the Data Protection Act 2018.

We are registered with the Information Commissioner for the types of information we hold and the purposes for which we process personal data. Xact's registration number is: Z9001396.

To prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

Please see our Data Management Policy and Record Retention Policy for more details on how data is processed.