

Quelltex Ltd Data: Background

Quelltex Ltd operates an aviation and maritime security training business and is therefore legally required to generate training records and certificates. Training is delivered in both online and classroom formats. There are three key areas involving client data. These relate to our classroom training product, our online training and our web based accounts package.

Quelltex is registered with the Isle Of Man Information Commissioner. Details are as follows:

Notification Number: N003864

Purpose: Education

Subjects: Staff including volunteers, agents, temporary and casual workers
Relatives, guardians and associates of the data subject
Advisers, consultants and other professional experts
Students and pupils

Data Classes:

Personal details
Education and training details
Employment details
Goods or services provided

Recipients:

Data subjects
Current past or prospective employers of the data subject
Education training establishments and examining bodies
Suppliers, providers of goods and services
Persons making an enquiry or complaint
Offices of central government, statutory boards/authorities etc.

Transfers:

Worldwide

Quelltex Data: Practical Uses

Classroom Training Data

Data recorded for classroom courses:

1: Student name details

2: Dates of training provided by Quelltex Ltd

Data is held in the form of electronic originals of unsigned training records and completed course certificates. General Security Awareness Training Certificates have the longest lifespan of all our course types, at five years. All training records and certificates will be deleted from our computer files after five years.

Results from question papers and assessments are conveyed to the client and not stored by Quelltex Ltd.

Online Training and Web Site Data

Data recorded for online training course purposes

- 1: Student name and username details
- 2: Student personal or business e-mail address
- 3: Student password for Quelltex site
- 4: Dates of training provided by Quelltex Ltd
- 5: Completed web enquiry forms

User details removal

Student name, username, e-mail address and passwords will be removed on request. Requests can be made by e-mail, telephone, or by completing our online data removal request form. Any users requesting data removal will be notified that removal of their data will delete any existing training records and certificates and will prevent any further access to online training content.

Unused user details

Where a user is enrolled for a training course but the login profile is unused, details will be deleted after 6 months from the enrolment date.

Web Enquiry forms

All completed web enquiry forms are automatically deleted after 60 days.

Password Protection

Regardless of any passwords issued by Quelltex Ltd, all users are required to create their own password at first login. New passwords created by users are hidden from all site administrators. Whilst we can login using a users profile, once they have created their own password, we cannot determine that password.

E-Newsletters and Sharing Contact information

Quelltex Ltd does not create or send any e-newsletters and we do not store information specifically for such purposes. Our clients can only access user data from their own user groups. Our web developers Island Web Works Ltd can access the same user data as Quelltex Ltd. We do not share contact details stored on our e-learning web site with any other organisation, with the exception of the UK and Isle Of Man regulatory authorities where they make a specific request and provide a satisfactory reason for needing to see data.

Cookies

The Quelltex Ltd web site uses cookies during the login process to help ensure an acceptable level of usability.

Social Media

The Quelltex Ltd web site does not have links to social media sites and we do not provide a chat room facility. Users contact us primarily by e-mail and telephone.

Site Support

Where users contact us for support we may ask questions about the equipment and connection they are using but we do not record any such information against a user's name.

Quelltex Accounting Data

Quelltex Ltd utilise the “Kashflow” web based accounting system. On the Kashflow system we hold business contact details for each of our clients and suppliers. The details include:

- 1: Business address
- 2: Company registration numbers,
- 3: VAT numbers,
- 4: Contact person name,
- 5: Contact business telephone numbers
- 6: Business web addresses
- 7: Business e-mail addresses.
- 8: Payments received and made including payment method

Closure of business

Where a customer ceases trading with us, we will remove contact name and telephone details when requested, but business address details will need to remain on our accounts system until the end of that financial year. Issued invoices and details of payments made must remain on our system for accounting purposes.

Payment Methods

Quelltex Ltd encourages use of BACS payments, but we do not maintain a list of client bank details. Quelltex Ltd accepts card payments, but we never store card details, so the customer has to provide them each time a card is used.

Client and supplier details removal

Clients and suppliers can ask for contact details to be removed from our accounting package and all such requests will be actioned within 3 working days. Clients and suppliers will be notified that removal of their details from our accounting system will mean trading relationships have ceased. Clients and suppliers will be notified that the entity business name will need to remain on our system until the end of the financial year in which the request is made. Outstanding invoices and details of payments made will remain on our accounting system for accounting purposes.

Summary

Quelltex Ltd holds and uses limited data and all data is for business purposes only. We take our obligations seriously and our staff are required to treat user data in the same way we would hope others would handle data of which we were the subject. We seek to ensure our practices are fully compliant with requirements of General Data Protection Regulations.

Paul Quellan
Managing Director

Quelltex Ltd