

# direction Privacy Policy

At **direction** we like keeping our clients and potential clients informed about our services and also about how we deal with your personal information. Please click on the links below to find out more about this.

## Privacy Policy

This statement covers the services provided by the direction website: **www.direction.org.uk** It describes how we collect, protect and use information we receive from website visitors.

The Data Controller for this website is direction.

## Security and confidentiality

direction safeguards the security of the data you send us with physical, electronic, and managerial procedures. Acas uses industry-standard Secure Sockets Layer (SSL) encryption on all web pages where personal information is required.

Any information you provide will be held securely and in accordance with the Data Protection Act. Your personal details will not be sold or traded to third parties. In some circumstances however we may need to disclose your personal details to a third party so that they can provide a service you have requested, or fulfil a request for information. Any information about you that we pass to a third party will be held securely by that party, in accordance with the Data Protection Act, and used only to provide the services or information you have requested.

## Information we collect from visitors

We collect several kinds of information from visitors to [direction.org.uk](https://www.direction.org.uk) depending on the part of the site being visited: registering for an event or online training, feedback, e-mail enquiries, placing a publication order, or participating in another site feature.

By participating in these features we may ask you for your name, e-mail address, postal address, postcode, daytime and/or mobile phone number, credit/debit card information (when ordering products only) as well as to create a user name and password.

You may, however, visit parts of our site anonymously or purchase without registering. If you provide feedback on the direction website through our on-line form at <https://www.direction.org.uk> we will only use this information to develop and improve the site.

direction will give you the option to opt-in to receive direction e-mails or mailings for marketing or informational purposes.

## Site usage information

### i) Cookies

Cookies are pieces of data created when you visit a site, and contain a unique, anonymous number. They are stored in the cookie directory of your hard drive, and do not expire at the end of your session. Cookies do not contain any personal information about you and cannot be used to identify an individual user. If you choose not to accept the cookie, this will not affect your access to the majority of facilities available on our website.

Although your browser may be set up to allow the creation of cookies, you can specify that you be prompted before a site puts a cookie on your hard disk, so that you can decide whether to allow or disallow the cookie. Alternatively, you can set your computer not to accept any cookie. If you turn cookies off, you may not have access to some features that make your site experience more efficient and some of our services may not function properly, such as placing an on-line order. Visitors who disable cookies can still place orders over the telephone by calling the appropriate stated number.

An independent measurement and research company, gathers non-personal data regarding the visitors to our site on our behalf using cookies and code which is embedded in the site. Acas uses this type of information to help it improve the service to its users.

## **ii) Log files**

Log files allow us to record visitors' use of the site. Acas puts together log file information from all our visitors, which we use to make improvements to the layout of the site and to the information in it, based on the way that visitors move around it. Log files do not contain any personal information about you.

## **Linking to another site from the direction website**

Our website contains links to other sites, mainly those of other government departments, but also to those of other third parties. direction is not responsible for the privacy practices within any of these other sites. You should be aware of this when you leave the direction site and we encourage you to read the privacy statements on other websites you visit.

## **Access to your information and contacting [direction.org.uk](http://direction.org.uk)**

You have the right to request a copy of the personal information direction holds about you and to have any inaccuracies corrected (please provide a return email address where possible). Please address requests to the Enquiries, direction, 7a Haddington Place, Edinburgh, EH7 4AE or email [enquiries@direction.org.uk](mailto:enquiries@direction.org.uk)

If you have a query or complaint about this privacy policy or about the site, you can contact us by email: [enquiries@direction.org.uk](mailto:enquiries@direction.org.uk)

## **Changes to this privacy policy**

If this privacy policy changes in any way, we will place an updated version on the website.

Regularly reviewing this page ensures that you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

*“You are invited to work towards  
self growth and understanding”*