

# Privacy Policy

Last updated: 1 January 2026

## 1. Introduction

Oasis Hospitality Management Ltd (“we”, “us”, or “our”) operates the website <https://oasis-training.co.uk>. We are committed to protecting your privacy and ensuring that your personal data is handled securely and responsibly.

This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website, contact us, or use our training services.

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

## 2. Data Controller

The data controller responsible for your personal data is:

Oasis Hospitality Management Ltd

Email: [info@oasis-training.co.uk](mailto:info@oasis-training.co.uk)

Website: <https://oasis-training.co.uk>

## 3. Information We Collect

We may collect and process the following categories of personal data.

### Personal Identification Information

- Full name
- Email address
- Telephone number
- Address (if required for course registration)

### Training and Course Information

- Course registrations or enquiries

- Training participation records
- Certification or completion records

#### **Communication Data**

- Messages sent via contact forms
- Emails or correspondence
- Support requests or enquiries

#### **Technical and Usage Data**

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Device type
- Pages visited
- Website interaction data
- Cookies and analytics data

## **4. How We Use Your Information**

We use your personal information for the following purposes:

- Responding to enquiries submitted through the website
- Providing training services and course registrations
- Managing communication regarding training sessions
- Issuing course confirmations or certificates
- Improving our website and services
- Monitoring website performance and usage
- Complying with legal or regulatory obligations

## **5. Lawful Basis for Processing**

Under UK GDPR, we process personal data under the following lawful bases.

### **Consent**

When you submit enquiries or opt in to receive communications.

### **Contractual Necessity**

To provide training services or process course registrations.

## **Legal Obligation**

To comply with legal, regulatory, or safeguarding requirements.

## **Legitimate Interests**

To improve our services, maintain website security, and manage enquiries effectively.

## **6. Cookies and Website Tracking**

Our website may use cookies and similar technologies to improve user experience and analyse website traffic.

Cookies may include:

- Essential cookies required for website functionality
- Analytics cookies used for website performance monitoring
- Performance and usability cookies

You can control or disable cookies through your browser settings.

## **7. Data Storage and Security**

We take appropriate technical and organisational measures to protect your personal data, including:

- Secure hosting infrastructure
- Access restrictions for authorised personnel
- Encryption and secure data transmission where applicable
- Monitoring and security updates

Personal data will only be retained for as long as necessary to fulfil the purposes outlined in this policy or as required by law.

## **8. Sharing Your Information**

We do not sell, rent, or trade your personal data.

We may share information with:

- Training partners or certification bodies where required
- IT service providers who support our systems or hosting
- Professional advisors where necessary
- Government or regulatory authorities if required by law

All third parties are required to process data securely and only for authorised purposes.

## **9. Your Data Protection Rights**

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your personal data
- Restrict or object to processing
- Request transfer of your data (data portability)

To exercise these rights, contact us at:

[info@oasis-training.co.uk](mailto:info@oasis-training.co.uk)

## **10. Children's Information**

Some training services may involve young individuals. Where applicable, additional safeguards and parental or guardian consent may be required in accordance with safeguarding requirements.

## **11. Third-Party Links**

Our website may contain links to third-party websites. We are not responsible for the privacy policies or practices of external sites.

## **12. Changes to This Privacy Policy**

We may update this Privacy Policy periodically. Any updates will be published on this page, and the “Last updated” date will be revised accordingly.

## **13. Contact Us**

If you have questions about this Privacy Policy or how your data is handled, please contact:

Oasis Hospitality Management Ltd

Email: [info@oasis-training.co.uk](mailto:info@oasis-training.co.uk)

Website: <https://oasis-training.co.uk>

## **14. Complaints**

If you believe your data protection rights have been breached, you have the right to lodge a complaint with the UK supervisory authority:

Information Commissioner’s Office (ICO)

<https://ico.org.uk>