



## Privacy Policy

Effective Date: 1st February 2025

Shefah Training Enterprises (“we”, “our”, “us”) is committed to protecting your personal information and handling it in accordance with applicable UK data protection laws, including the UK GDPR and Data Protection Act 2018.

### 1. Information We Collect

We may collect:

- Full name
- Email address
- Telephone number
- Billing address
- Payment details (processed securely via third-party payment providers)
- Programme participation data
- Website usage data (cookies, analytics)

### 2. How We Use Your Information

We use your data to:

- Process payments
- Deliver training programmes
- Provide customer support

- Communicate programme updates
- Improve our services
- Meet legal and regulatory requirements

### **3. Payment Security**

All card payments are processed securely via encrypted payment gateways. We do not store full card details on our servers.

### **4. Data Sharing**

We may share data with:

- Payment processors
- IT and hosting providers
- Professional advisers where required by law

We do not sell your personal data.

### **5. Data Retention**

We retain personal data only as long as necessary to provide services and comply with legal obligations.

### **6. Your Rights**

Under UK data protection law, you have the right to:

- Access your personal data
- Request correction
- Request deletion (where applicable)
- Object to processing
- Lodge a complaint with the Information Commissioner's Office (ICO)

### **7. Contact Us**

Shefah Training Enterprises

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