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Privacy Policy

At Silverback Security Academy Limited we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure. We may change this Policy from time to time so please check this page occasionally to ensure that you are happy with any changes. By using our website, you are agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to Anne@silverbacksecurityacademy.com or in writing to Silverback Security Academy Limited, 31 Thornfields, Hull, HU12 9UH, UK. or you can telephone +44 (0) 208 7980212.

Who are we?

We are a security risk management training company, working with clients across a physical, web and digital divides.

How do we collect information from you?

We obtain information about you when you use our website, for example, when you complete the contact form, or engage with other forms on our site, and as part of the joining process when you join one of our programmes.

What type of information is collected from you?

The personal information we collect via our website might include your name, address, email address, IP address, and information regarding what pages are accessed and when. When you join one of our programmes, we collect information to ensure you meet the criteria for joining a particular programme, such as education and qualifications.

Use of 'cookies'

Like many other websites, the Silverback website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your

hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better, more personalised service. It is possible to switch off cookies by setting your browser preferences.

Main Cookies used on our site

Google Analytics may be in use. These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site and the pages they visited. For more information on Google Analytics's privacy policy visit here <http://www.google.com/intl/en/policies/privacy/>

How is your information used?

We may use your information to:

- Contact you regarding queries raised in the contact form
- Carry out our obligations arising from any contracts entered into by you and us
- Seek your views or comments on the services we provide
- Notify you of changes to our services
- Send you communications, which you have requested and that may be of interest to you.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes or Third-Party Service Providers working on our behalf. We may pass your information to our third-party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third-party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the company for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crimes.

Your choices

You have a choice about whether or not you wish to receive information from us. We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: or telephone.

How you can access and update your information

The accuracy of your information is important to us. You have the right to request a copy of the information we hold about you so that you can ensure its accuracy. You can do this by the following methods:

Contact the administrator at Silverback Security Academy Ltd. and request the information held about you; Silverback Security Academy Limited, 31 Thornfields, Hull, HU12 9UH, UK. Or you can telephone +44 (0) 208 7980212.

Right to erasure

You have a right to erasure. You can request your data to be removed from our services, databases and servers. You can write to us to request erasure.

In instances where we have transaction information in terms of sales or purchases, data may need to be retained for the minimum amount of time that HMRC requires us to. After this period has elapsed, we will erase any data we hold on you.

Security precautions are in place to protect the loss, misuse or alteration of your information. When you give us personal information, we take steps to ensure that it is treated securely. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Links to other websites

This website does contain links to websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Transferring your information

As part of the services offered to you through this website, the information which you provide to us may be transferred to other countries. By way of example, this may happen if any of our servers are from time to time located in another country. Other countries may not have similar data protection laws to the UK. By submitting your personal data, you are agreeing to this transfer, storing or processing. If we transfer your information to another country in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the UK, your information may be transferred elsewhere in order to provide you with those services.