



Privacy Policy

Tetrad Plant Training Ltd

Who we are

This policy explains how Tetrad Plant Training Ltd (“we”, “us”) collects and uses your personal information when you book training with us, fill in our forms, or contact us.

We are the data controller for your information, which means we decide how it is used and are responsible for keeping it safe.

Company	Tetrad Plant Training Ltd
Training centre	The Rochford Plant Training Centre, Unit 1A, Barn Meadow, Little Stambridge Hall Lane, Rochford, Essex SS4 1EW
Registered office	4 Cornhouse Buildings, Claydons Lane, Rayleigh, Essex SS6 7UP
Company number	13623774
ICO registration	ZB233183
Email	craig@tetradtraining.co.uk

If you have any questions about this policy or your information, email us at the address above.

What information we collect and why

We only collect what we need to arrange your training, register your card and run our business.

Information	Why we need it	Legal reason
Name, email, phone number and address	To confirm your booking, contact you about your course and send your certificate or card	To deliver the training you have booked (contract)
Date of birth, National Insurance number and CPCS / NOCN / NPORS card number	To register you with the card scheme and issue or renew your card	To deliver the training you have booked (contract)

Information	Why we need it	Legal reason
A photo of you or your photo ID	To confirm your identity and for your card	To deliver the training you have booked (contract)
Training location, site address and company name	To arrange training at your site where requested	To deliver the training you have booked (contract)
Booking and payment details	To take payment and keep business records	Contract, and our legal duty to keep financial records
Your email address for news and offers	To send you promotions and updates, only if you tick the box	Your consent, which you can withdraw at any time

We do not use your information to make automated decisions about you.

Who we share it with

We never sell your information. We only share it where needed to deliver your training or run our business:

- Card schemes such as NPORS, CPCS or NOCN, to register your training and issue your card
- Our booking and form tools (SimplyBook.me and Tally), which store your booking and form answers
- Our customer records system (Capsule CRM) and the tool that connects our systems (Zapier)
- Our website provider (Wix), which hosts our website
- Our accountant and payment providers, for payments and business records
- Authorities such as HMRC, if the law requires it

Some of these providers may store data outside the UK. Where they do, we make sure suitable protections are in place, such as UK approved contract terms.

How long we keep it

Information	How long we keep it
Training records and card details	6 years after your course
Photos of you or your ID	Deleted within 3 months of your card being issued
Booking and payment records	6 years, as required for tax records
Marketing contact details	Until you unsubscribe

After these periods we securely delete your information.

Your rights

You have the right to:

- Ask for a copy of the information we hold about you
- Ask us to correct anything that is wrong
- Ask us to delete your information, where we no longer need it
- Ask us to limit how we use it, or object to how we use it
- Ask us to send your information to another organisation
- Withdraw your consent to marketing at any time, by emailing us or using the unsubscribe link

To use any of these rights, email craig@tetradtraining.co.uk. We will reply within one month. There is usually no charge.

How we keep your information safe

We store your information in secure, password protected systems and only allow access to people who need it to arrange your training.

Cookies

Our website uses cookies to make it work properly and to understand how visitors use it. You can choose which cookies to accept using the cookie banner on our website, and change your browser settings to block or delete cookies at any time.

Making a complaint

If you are unhappy with how we have used your information, please contact us first so we can put it right. You can also complain to the Information Commissioner's Office (ICO) at ico.org.uk/make-a-complaint or on 0303 123 1113.

Changes to this policy

We may update this policy from time to time. The latest version will always be on this page.

Last updated: 8 October 2026