



# Privacy Policy

At Training Heights Ltd, we are committed to protecting the privacy, confidentiality, and security of the personal information entrusted to us by learners, clients, partners, and website visitors.

Last Updated: June 2026

## Information We Collect

Training Heights collects personal and technical information necessary to deliver professional training, certification, consulting, and support services. Information may be collected when you register for a course, request information, subscribe to updates, attend webinars, participate in events, complete certification applications, or communicate with our team.

Information collected may include your name, email address, phone number, organization, job title, country, billing information, certification preferences, and training requirements. Technical information such as IP addresses, browser information, device details, and website usage statistics may also be collected to improve performance and security.

## How We Use Your Information

We use information to manage course registrations, schedule training sessions, provide learning materials, coordinate examinations, issue certificates, process payments, respond to enquiries, improve customer experience, and maintain compliance with accreditation requirements.

## Legal Basis for Processing

Training Heights processes personal information based on contractual necessity, legitimate business interests, legal obligations, and consent where required. We ensure that all data processing activities are lawful, transparent, and proportionate.

## Marketing Communications

With your consent, we may send newsletters, certification updates, industry insights, event invitations, and promotional offers. You may opt out at any time using the unsubscribe link in our communications.

## Cookies and Analytics

Our website uses cookies and similar technologies to improve functionality, remember preferences, analyze traffic, enhance security, and deliver a better user experience.

## Information Sharing

Training Heights does not sell personal information. Information may be shared with accreditation bodies, certification partners, examination providers, payment processors, hosting providers, and technology partners where necessary to deliver services.

Certification partners may include PeopleCert, PECB, EC-Council, Microsoft, GAQM, LanguageCert, and other approved accreditation bodies.

## Data Security

We implement appropriate administrative, technical, and organizational safeguards including secure hosting, controlled administrator access, endpoint security controls, encryption where applicable, monitoring systems, backups, and cybersecurity best practices.

## Data Retention

Personal information is retained only as long as necessary to support training records, certification history, customer support, business operations, regulatory obligations, and dispute resolution requirements.

## Your Privacy Rights

Depending on applicable laws, you may have the right to access, update, correct, delete, restrict processing, object to processing, withdraw consent, or request a copy of your information.

## Third-Party Websites

Our website may contain links to external websites. Training Heights is not responsible for the privacy practices or content of third-party websites and encourages users to review their privacy policies.

## Policy Updates

This Privacy Policy may be updated periodically to reflect changes in regulations, technologies, business practices, or service offerings. Updates will be published on this page together with the revised effective date.

## Contact Us

For questions regarding this Privacy Policy or our data protection practices, please contact:

**Training Heights Ltd**

Email: [info@trainingheights.com](mailto:info@trainingheights.com)

Website: [www.trainingheights.com](http://www.trainingheights.com)

# Questions About Your Privacy?

Our team is committed to transparency, security, and protecting your information.

[Contact Our Team](#)

**Training Heights Ltd**

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