



# JIB and ECS Website Privacy Statement and Conditions of Use

## Your privacy is important to us

Please read the copyright statement and the legal information (which together form the terms and conditions) on this page. By accessing this website and/or any pages within the site, you are indicating your acceptance of the terms and conditions relating to this website. If you do not agree to these terms and conditions, do not access this website. The Joint Industry Board for the Electrical Contracting Industry, which administers the Electrotechnical Certification Scheme (ECS), reserves the right to change these terms and conditions at any time and you are therefore responsible for regularly reviewing these terms and conditions. Continued access to this ECS website following such changes constitutes your acceptance of these changes.

### Personal Information collected via online form

Where information is provided by online form, this information will only be used for the purpose for which it has been provided and will be held in a secure manner. Permission will be required from you as the data subject for any use other than that which has been prescribed. Information will be held for no longer than is reasonably necessary. If you have concerns about providing this information to use online, please contact us and we can arrange alternative means of providing the information, such as a paper application for ECS registration (although different terms and conditions may apply for this registration application).

### Copyright and Trademarks

All material on this website, including text, graphics and photographic images, is copyright - unless otherwise stated. The JIB logo and the ECS logos are registered trademarks (Number UK00003005250). You may not use either trademark without prior written approval from the JIB as owners of the trademarks. You may not modify, copy, distribute, transmit, display, publish or create material derived from the material on this website without prior written approval. You cannot transfer or sell any information obtained from this website.

### Disclaimer

Please note that the Joint Industry Board for the Electrical Contracting Industry provides information on our website for general information only and while we take reasonable care to ensure the information is accurate at the time it is added to the site, we cannot guarantee that the information is accurate. The Joint Industry Board for the Electrical Contracting Industry will not be liable for any loss or damage that anyone may suffer as a result of relying on the information presented on this website.

### Links

The Joint Industry Board for the Electrical Contracting Industry assumes no responsibility for the contents of any websites that we link to from our site. We don't have control over the content of these sites and links are provided for convenience and information only. We do not endorse the contents of the sites linked to, nor the organisations operating these sites.

## Cookies

### What are Cookies?

A cookie is a small text file that is stored on a user's web browser (e.g. Internet Explorer, Safari, Opera, Firefox, Chrome). Most websites you visit will use cookies in order to improve your user experience by enabling that website to remember users in order to store preferences, help users use the website more efficiently and to gather website analytics. If a website doesn't use cookies it thinks you are a new user each time you visit the website and users may be asked to log in and reset their preferences every time they visit.

### How we use Cookies

Cookies ensure we are able to continually improve our website to make it as easy as possible for you to use our site. We utilise "first party cookies" (originating from us) to simply track your visits between sessions and deliver a more personalised experience. We also utilise "third party cookies" (not originating from us) to provide "analytic" information.

The information held may include information relating to your use of the ECS website, information about your computer such as the IP address and browser type, demographic data and, if you arrived at the site via a link from a third party site, the URL of the linking page.

We use information from cookies for purposes which may include:

- Identifying returning users, registrants and subscribers to allow a personalised version of the site
- Enabling you to move around the site more easily
- Tracking your use to better develop our site in accordance with your requirements
- Building a demographic profile

If you are registered with ECS this may include your name and email address for verification purposes.

### Essential and Non-Essential Cookies

In order to access "authenticated" areas of the website (e.g. MyECS Account) it is essential that cookies are enabled and allowed. Other (non-essential) cookies are also used to store individual preferences (e.g. font sizes).

It is for these reasons that a "cookie free" version of this website is not available.

### Analytics

We like to keep track of what pages and links are popular and which ones don't get used much to help us keep the website relevant and up to date. It is also useful to see how people navigate the website and if they get error messages. This group of cookies, often called "analytics cookies", are used to gather this information. These cookies do not collect information which could identify you and is anonymously grouped with others using the site.

For information regarding the ability to opt-out of Google Analytics tracking, please visit the [Google Analytics Opt-out page](#) for details of available browser plug-ins.

### Cookie Free Website - Not Available

Unfortunately we are unable to provide a "cookie free" version of the website, as cookies are essential for accessing "authenticated" areas of the website (e.g. applying for an ECS card, your MyECS Account). If you do not wish to receive any cookies from this website, then regrettably the only option available to you is to not visit this website.

## **Abuse emails**

If you believe that you are suffering from abuse emails (phishing scams, spam emails, etc) as a result of the services that the ECS provides then please contact [administration@ecscard.org.uk](mailto:administration@ecscard.org.uk) with full details of the emails you have received and why you believe they are connected with a service we provide.

## **Complaints**

Complaints about any aspect of our service should in the first instance be addressed via email to [administration@ecscard.org.uk](mailto:administration@ecscard.org.uk). If you are unhappy about the manner in which your complaint has been addressed, please contact the JIB Employment and Skills Manager in writing at JIB Offices, PO Box 127, Swanley, Kent, BR8 9BH or by email at [complaints@jib.org.uk](mailto:complaints@jib.org.uk). Any letter should be marked Private and Confidential.

If your complaint cannot be resolved after discussion with our Employment and Skills Manager, then it will be escalated to the Data Protection Officer. When your written complaint is received we will acknowledge receipt within 3 working days. A reply will ideally be sent within 20 working days, and if we cannot meet this deadline for whatever reason, we will contact you informing you of this.

To make a complaint this should include your full name, address and postcode, the date the complaint was sent, ECS number, if applicable, and the nature and background to your complaint.