

# A2E First Aid Training Privacy Notice

A2E First Aid Training is committed to the fair and transparent processing of personal data and data security. This privacy policy sets out how we will manage the personal data, which you provide to us in compliance with the General Data Protection Regulation (EU) 2016/679 (GDPR).

This policy contains important information about who we are, how and why we collect, store, use and share personal data and your rights in relation to your personal data. We do not share your information with third parties unless required to legally, for qualification or regulatory purposes or unless requested to do so by you.

A2E First Aid Training is owned and managed by Cara Allison. For the purposes of the GDPR, A2E First Aid Training/ Cara Allison is the 'controller' of the personal data you provide to us.

If you have any queries about this Policy, the way in which A2E First Aid Training processes personal data, or about exercising any of your rights, please send an email to [cara.firstaid@yahoo.co.uk](mailto:cara.firstaid@yahoo.co.uk) or write to Cara Allison, A2E First Aid Training, 5, Cleve Rise, Little Wenlock, Telford, Shropshire TF6 5BU

A2E First Aid Training owns and operates [www.a2efirstaidtraining.co.uk](http://www.a2efirstaidtraining.co.uk). This Policy, together with our Website terms of use and any other documents referred to in them, sets out the basis on which A2E First Aid Training processes personal data.

## **Personal data we collect**

*We may collect and process the following personal data:*

Information provided to us, when you:

- Complete a form on our Website or return one via email or post
- Contact us by phone, e-mail, in writing or via Social Media e.g. Facebook or Linked-In
- Report a problem

We may collect your name, e-mail address, postal address and telephone number.

Information we collect about you

If you visit our website, [www.a2efirstaidtraining.co.uk](http://www.a2efirstaidtraining.co.uk), or one of our listings on marketing sites such as Yell, Google, 118, we may automatically collect the following information:

- Technical information, including the internet protocol (IP) address used to connect your computer to the Internet, login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- Information about your visit to our Website such as the products and/or services you searched for and view, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

Information we receive from other sources

If you are a learner, we may also receive information about you from your employer when they register to receive products and/or services from us.

Information about other individuals

If you provide information to us about any person other than yourself, such as employees or your suppliers, you must ensure that they have given their permission for you to disclose it to us, they understand how their information will be used, and for you to allow us to use it.

#### Sensitive personal data

In certain limited cases, we may collect certain sensitive personal data from you (e.g. information about your racial or ethnic origin and physical or mental health). We will only do this on the basis of your consent and if required by an Awarding or Regulatory Body.

### **How A2E First Aid Training uses your personal data**

#### *Legitimate interests*

Where this is necessary for purposes which are in our legitimate interests. These interests may include:

- Providing you with information about our qualifications and events related to products and services offered by A2E First Aid Training which may be of interest to you
- Communicating with you in relation to any problems, complaints, or disputes
- Communicating with you in relation to payments for goods or services
- Improving the quality of experience when you interact with us and our products and/or services
- Notifying you of expiration of qualifications

NOTE: All individuals have the right to object to the processing of your personal data on the basis of legitimate interests as set out below, under the heading 'Your rights'.

#### *Contract performance (contractual obligations)*

We may use your personal data to fulfil a contract, or take steps linked to a contract:

- To provide the products and/or services to you i.e. qualifications
- To communicate with you in relation to the provision of the contracted products and services
- To provide you with admin support and respond to issues
- To provide you with industry or sector information, surveys, information about our qualifications and events, related to our products and/or services
- To set up payments for goods or services.

#### *Consent*

Where you have given your express consent to receive marketing communications, we may use your personal data to send you newsletters, surveys, information about our awards and events related to products and services offered by A2E First Aid Training which may be of interest to you,

Where required by law: We may also process your personal data if required to by law, including responding to requests by government or law enforcement authorities, or for the prevention of crime or fraud.

### **Who do we share your personal data with?**

We take all practical steps to ensure that A2E First Aid Training staff protect your personal data and that they are aware of their information security obligations. Access to your personal data is limited to those who have a genuine operational need to know it.

We may also share your personal data with legitimate professionals outside A2E First Aid Training including:

- Qualification Awarding Bodies/ Organisations e.g. ITC First
- Legal and other professional advisers, consultants, and professional experts
- Service providers contracted to us in connection with provision of the products and services such as providers of IT services, Website services
- Law enforcement or other authorities if required by law.

### **How long does A2E First Aid Training keep your personal data?**

Where there is an agreement between us, we will retain your personal data for the duration of the agreement, and for a period of five years following its termination or expiry, to ensure we are able to comply with any legal, audit and other regulatory requirements, or any orders from courts or competent authorities. NB in the case of accredited qualifications personal data will also be held for five years by the appropriate Awarding Body as set out in our Data Protection and Record Retention Policies.

Where you have given consent to marketing communications, you can change your preferences or unsubscribe at any time by emailing, phoning or writing to us.

### **Where we store your personal data and how we protect it**

We take appropriate steps to protect your personal data from loss or destruction. We also have a procedure in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Unfortunately, the transmission of information via the Internet is not completely secure. However we will always strive to protect your personal data. We cannot guarantee the security of your personal data transmitted to our Website; any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to prevent unauthorised access.

### **Your rights**

Under the GDPR, you have rights with respect to our use of your personal data:

The Right to:	
Access	You have the right to request a copy of the personal data that we hold about you by contacting us at the email or postal address given below. All requests must be accompanied by information, which allows us to verify your identity (ID). We will respond to your request within one calendar month. Please note that there are exceptions to this right. We may be unable to make all information available to you if, for example, making the information available to you would reveal personal data about another person, if we are legally prevented from disclosing information, or if your request is excessive.
Rectification	We strive to keep your personal data accurate and complete. Please contact us using the contact details provided to let us know if any of your personal data is not accurate or changes, so that we can keep your personal data up-to-date.
Erasure	You have the right to request the deletion of your personal data. Instances of erasure may include, personal data no longer necessary for the purposes for which they were collected, where your consent to processing is withdrawn, where there is no legitimate interest for us to continue to process your personal data, or your personal data has been processed unlawfully.
Object	In certain circumstances, you have the right to object to the processing of your personal data where, for example, your personal data is being processed on the basis

	of legitimate interests and there is no overriding legitimate interest for us to continue to process your personal data. If you would like to object to the processing of your personal data, please contact us using the contact details provided below.
Restrict processing	In certain circumstances, you have the right to request that we restrict the processing of your personal data. This right arises where, for example, you have objected to processing based on legitimate interests and we are considering whether there are any overriding legitimate interests, or the processing is unlawful and you elect that processing is restricted rather than deleted.
Data portability	In certain circumstances, you have the right to request that some of your personal data is provided to you, or to another data controller, in a commonly used, machine-readable (electronic) format.

For any request associated with the rights described above, please contact A2E using the details below.

NOTE: GDPR sets out exceptions to these rights. If we are unable to comply with your request due to an exception we will explain this to you in our response.

### Contact us

If you have any queries about this Policy, the way in which A2E First Aid Training processes personal data, or about exercising any of your rights, please send an email to: [cara.firstaid@yahoo.co.uk](mailto:cara.firstaid@yahoo.co.uk) or write to Cara Allison, A2E First Aid Training, 5, Clee Rise, Little Wenlock, Telford, Shropshire TF6 5BU

### Complaints

If you believe that your data protection rights may have been breached, please first contact A2E First Aid Training using the details above, however if we have been unable to resolve your concern, you may submit a complaint to the Information Commissioners Office. Please visit <https://ico.org.uk/concerns/> for more information.

### Associated Documents

#### A2E First Aid Training documents

- P5 Data Protection Policy
- P11 Record Retention Policy

#### ITC First documents

- P22 Data Protection Policy
- DRF Data Request Form
- P16 Complaints Policy
- Privacy Notice

### Changes to Policy

Any changes we may make to our Policy in the future will be posted on this page and, where appropriate, any individuals concerned will be notified by e-mail.

July 2018