



# **AKA First Aid Training Specialists**

## **PRIVACY POLICY**

**Data controller:**       **AKA First Aid Training**  
                                  **15 Brampton Bank**  
                                  **Tudeley, Tonbridge**  
                                  **Kent, TN11 0PN**  
                                  **Tel No: 01732 369470**

### **1.0     INTRODUCTION**

This Privacy Notice explains how we will collect and process personal data in respect of people making enquiries and participating on our courses.

AKA First Aid Training is committed to being transparent about how it collects and uses that data and to meeting our data protection obligations under the General Data Protection Regulations ("GDPR").

### **2.0     WHAT INFORMATION DO WE COLLECT?**

We may collect the following information

- Full name
- Gender and date of birth
- Address
- Email and telephone number
- Information relevant to enquiry

### **3.0     HOW DO WE COLLECT YOUR DATA?**

We collect your personal data in a variety of ways:

- from the information you provide to us when you make an enquiry through the website or by email
- from the information you provide when completing the forms on the training courses

## 4.0 HOW WE USE THIS DATA

We may use the data collected to:

- Deliver training and request certificates
- Send joining instructions
- Send information about other courses

## 5.0 THE LEGAL BASES FOR PROCESSING YOUR PERSONAL DATA

**5.1 Consent** – any information given to us, may only be used in relation to the relevant course being taken and passed on to awarding bodies for certification purposes

**5.2 Contract** – this legal basis allows us to use your personal data to interact with you prior to your course enrolment with AKA and after your course with regard further courses of interest.

**5.3 Legal obligation** – processing your personal data under this basis is necessary for us to comply with the law and we will only use your data to meet our legal and compliance obligations.

**5.4 Vital interests** – we will only process your data in this regard if it is essential to do so in order to protect your or another person's life.

**5.5 Legitimate interests** – we have a legitimate interest to process and store your data as part of the recruitment process, during your courses and in the future with regard further courses or renewals.

## 6.0 WHO WILL WE SHARE YOUR DATA WITH?

During the application process and while you are taking a course with us, we may need to share your personal data with awarding bodies for registration and certification process. This will include ProTrainings and TQUK.

## 7.0 HOW LONG WILL YOUR DATA BE RETAINED?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. When deciding what the correct time is to keep the data for, we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

For qualifications we are required to keep basic information about our customers (including Contact, Identity, Qualification information and Qualification dates) for seven years to be able to provide proof of qualification, CPD statements and other information at their request.

## **8.0 YOUR RIGHTS**

Under the General Data Protection Regulations, you have the following rights:

- To be informed about the collection and use of your personal data
- To access and have copies of your personal data
- To require AKA to amend your data if it is incorrect, or complete it if it is incomplete
- To have your personal data erased when, as an example, it is no longer required, or the processing no longer has a legal basis. Please note there are exceptions such as when the processing must continue by law or it is in the public interest
- To request that the AKA restricts the processing of your personal data. This will only apply in specific circumstances and for a set period.
- To data portability such that we will provide you with the personal data we hold about you so that you may transfer it to another data controller
- To object to the processing of your personal data unless we can evidence legitimate grounds to continue processing

If you would like to exercise any of these rights, please contact the AKA First Aid Training.

If you believe that we have not complied with your data protection rights, you can complain to the Information Commissioner via <https://ico.org.uk/make-a-complaint/>