

East Saxon Training Privacy Policy

Next review date December 2024

Our contact details

Name: East Saxon Training

Phone Number: 07485 099 309

E-mail: enquiries@eastsaxontraining.com

Website: eastsaxontraining.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers about individuals who have contacted us about our services, courses or attended our courses including; name, address, email, telephone, course they were interested in or attended
- Records of payments individuals have made to us for our services
- Assessment records about individuals undertaking our courses
- Certification/Attendance records about individuals who have completed our courses

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You contacted us with an interest in our services and courses

We use the information that you have given us in order to keep operate our business e.g. to provide services in return for a fee and to keep proper records of training completed if required by the Awarding Body for any of their course we run. We also keep records of course attendees or our own courses so we can contact them about when refresher training is due or if consent was given with information about what other courses we offer.

We may share this information with Certification Awarding Bodies when we are registered with them and have delivered their courses to you. If you give consent, we will share the information with others if requested such as your employer or potential employer if they want proof you attended a course with us.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

1) Your consent.

- This would be where we have asked for your consent to send you newsletters, and/or marketing information about our services and future courses and you have agreed to this.
- We keep a record of when and how you gave consent. We will seek to refresh this consent from time to time but normally every three years, and will delete the record if our customer relationship ends with you.
- You are able to remove your consent at any time. You can do this by contacting david.hewitt@eastsexontraining.com

2) We have a contractual obligation.

- This would be where you have asked us to provide a quote for our services or courses
- This is would also be where you have purchased our services or a course from us
- We keep a record of how and when these enquires, and purchases were made. We will keep these records for five years and delete if no further purchases or enquires are made during that time.

3) We have a legal obligation.

- This would be where we have a legal obligation to provide your information to an awarding organisation for a regulated qualification you are taking with us to comply with The Office of Qualifications and Examinations Regulation (Ofqual) that regulates qualifications, examinations and assessments in England.

4) We have a legitimate interest.

- This is where we are using your data in ways you would reasonably expect in the running our business to obtain feedback on the services and courses we have provided.
- Example would be where with have asked Trust Pilot to contact you to give a review following a course you completed with us.
- We have undertaken a legitimate interests assessment (LIA) to demonstrate compliance.

How we store your personal information

Your information is securely stored in a Microsoft One Drive Account inside the Personal Vault which has two-factor authentication (often

shortened to 2FA) this provides a way of 'double checking' that you really are the person you are claiming to be when accessing the data.

We keep your contact information for five years from when you last contacted us. We will then dispose your information by deleting it from the database.

We keep a record of any course or qualification you took with us for three years from when it expires. We will then dispose your information by deleting it from the database.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at enquiries@eastsexontraining.com 07485 099 309 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at enquiries@eastsexontraining.com 07485 099 309.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>