



# Data Protection Policy

Wyatt First Aid is an independent company which provides training to businesses and members of the public. This statement sets out how we handle your personal data, the lawful basis by which we process your data and the details of our data protection officer.

## **Enquiries (potential customers)**

Upon making an enquiry by email or telephone regarding one of our courses you will be asked for your name, phone number and email address so that we may contact you regarding your enquiry as a potential customer only.

If there has been no contact from you, your contact details will be deleted from our records within one year of you last getting in touch with a member of our team.

## **Customers**

As a current customer your contact details (name, phone number and email) will be stored electronically and we will contact you to inform you about certificate expirations and re-qualification courses. We may also contact you regarding courses that may be of interest based on courses you have undertaken with us.

## **Course enquiry form**

On our course enquiry form you will be asked to provide us with your name, telephone number, invoice address and email address. This is required in order to process your booking.

What personal and personal sensitive information we might need and why:

We need to record personal and personal sensitive information to provide to our awarding body, so that they may register you as a learner and issue you with your certificate. The following information is required by our awarding body Quallsafe Awards:

- Name
- Email Address
- Date of Birth

Once we have passed your information onto Quallsafe Awards and your course certificate has been issued, all course paperwork will be scanned and held securely in electronic form for 3 years. This is a regulatory requirement of Quallsafe Awards. Full details can be found on Quallsafe Award's website: <https://quallsafeawards.org>

## **Your rights**

By law you have a number of rights when it comes to your personal data.



**Right**

The right to be informed

**What does this mean?**

You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights.

The right of access

You have the right to obtain access to your personal data that we are processing and certain other information.

The right to rectification

You are entitled to have your personal data corrected if it is inaccurate or incomplete. Please inform us of any data which you would like rectified and we will usually respond within a month of the request. We will pass on the changes to any third parties who need to change their records and let you know this has been done.

The right to erasure

This is also known as 'the right to be forgotten' and enables you to request the deletion or removal of your personal data where there's no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions, but where possible we will comply with your request.

The right to restrict processing

You have rights to 'block' or suppress further use of your personal data. When processing is restricted, we can still store your personal data, but may not use it further. We keep lists of people who have asked for further use of their personal data to be 'blocked' to make sure the restriction is respected in future.

The right to data portability

You have rights to obtain and reuse your personal data for your own purposes across different services. We will do our best to provide the information in an easy to read format.

The right to object to processing

You have the right to object to us processing your data, however this may prevent us from fulfilling our contract with you.



WYATT FIRST AID

First Aid Training for work, for life

The right to lodge a complaint

You have the right to lodge a complaint about the way we handle or process your personal data with a supervisory authority. The supervisory authority for the UK is the Information Commissioner.

The right to withdraw consent

If you have given your consent to anything that we do with your personal data, you have the right to withdraw your consent at any time.

### **Subject access requests**

In line with these individual rights, anyone who wishes to make a formal Subject Access Request to Wyatt First Aid in order to request personal data held on them should submit the request in writing to our Data Protection Officer by email.

### **Our data controller contact details**

Our Data Protection Officer is Catherine Wyatt. If you have any queries, questions or concerns about your data, how we are handling it, or if you wish to ask us not to process your data or would like to ask us to erase your data, please email [wyattfirstaid@yahoo.com](mailto:wyattfirstaid@yahoo.com)

Revised: 31.10.2019

Reviewed: 26.11.2021 / 18.07.2022 / 20.07.23