

## **First Aid 4 Life**

# **Privacy & Data Protection Policies**

## Privacy Policy

### Who We Are

First Aid 4 Life are committed to maintaining the trust and confidence of our customers to our business and especially our website.

In particular First Aid 4 Life is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes.

This Privacy Policy is designed to ensure compliance with the European General Data Protection Regulation (GDPR) and provides detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

### Types of data we collect:

#### *Booking Data*

When you purchase a first aid course place through First Aid 4 Life online, your name, email and address/contact number if applicable will be stored in our booking system BookingBug and your payment processed via SagePay; you can see their privacy policies below: -

[BookingBug's privacy policy](#)

[SagePay's privacy policy](#).

Please be assured that we never share your personal details or sensitive information or your payment details with any other company.

#### *Third Parties*

We share certain personal information with the following organisations and you can see their privacy policies below: -

[ITC First's privacy notice](#)

[Qualsafe Award's privacy policy](#)

These Awarding Organisations typically collect the following personal data (First Name, Surname, Email, Telephone, Mobile, Address, Town, County, Postcode, Country, Date of birth and signature), which allow learners to be awarded credit associated with qualifications.

They may also collect special category (sensitive data) e.g. Gender, National Identity, Ethnic Group, Special needs, which they are required to monitor and regularly report on, as they are obliged to by their external qualification regulators (Ofqual, SQA Accreditation and Qualifications Wales). The provision of the aforementioned data by learners is not mandatory.

They may pass personal information securely to HM Government for statistical purposes or to law enforcement authorities for the prevention of crime or fraud.

ITC also provide an email reminder service to candidates and training providers advising them that their qualification will need renewing in a few months time. ITC communicate via the email address provided during the training registration process and you can see their email reminder policy P12 within all of their policies below: -

[ITC First's policies](#)

## **Website Cookies**

Our website uses cookies to collect information. This includes information about browsing and purchasing behaviour by people who access our website. This includes information about pages viewed, products purchased and the customer journey around our website. Detailed information is set out in our Cookie Policy below: -

### **What are cookies?**

*Like most website, First Aid 4 Life website use cookies to collect information. Cookies are small data files which are placed on your computer or other devices (such as smart 'phones or 'tablets') as you browse this website. They are used to 'remember' when your computer or device accesses our website. Cookies are essential for the effective operation of our website and to help you shop with us online. They may also used to tailor the products and services offered and advertised to you, both on our website and elsewhere.*

### **Information collected**

*Some cookies collect information about browsing and purchasing behaviour when you access this website via the same computer or device. This includes information about pages viewed, products purchased and your journey around a website. We do not use cookies to collect or record information on your name, address or other contact details.*

### **How are cookies managed?**

*The cookies stored on your computer or other device when you access our website are designed by First Aid 4 Life, or on behalf of First Aid 4 Life, and are necessary to enable you to a make purchases on our website.*

### **What are cookies used for?**

*The main purposes for which cookies are used are for technical purposes essential to effective operation of our website, particularly in relation to on-line transactions and site navigation.*

### **How do I disable cookies?**

*If you want to disable cookies you need to change your website browser settings to reject cookies. How you can do this will depend on the browser you use.*

### **What happens if I disable cookies?**

*This depends on which cookies you disable, but in general the website may not operate properly if cookies are switched off. If you only disable third party cookies, you will not be prevented from making purchases on our website. If you disable all cookies, you will be unable to complete a purchase on our website.*

## **Google Analytics**

When someone visits [www.firstaid4life.com](http://www.firstaid4life.com) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

## **Mailing Lists**

As part of the registration process for our occasional e-newsletter, we collect personal information. We use that information to tell you about important first aid developments, to contact you if we need to obtain or provide additional information and to check that our records are correct.

We do not sell, rent or trade email lists with other organisations and businesses.

We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter.

For more information please see [MailChimp's privacy notice](#).

You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails.

## Access to your Personal Data

Under GDPR the data subject has the following rights, via which they can access and amend any of their personal data that First Aid 4 Life hold: -

- a) The right to be informed
- b) The right of access
- c) The right to rectification
- d) The right to erasure
- e) The right to restrict processing
- f) The right to data portability
- g) The right to object
- h) Rights in relation to automated decision making and profiling

You are entitled to view, amend, or delete the personal information that we hold; if you wish to do so please email your request with the title "Personal Data Request" to our Director responsible for data protection at [info@firstaid4life.com](mailto:info@firstaid4life.com).

## Questions or Concerns?

If you have any questions or concerns about this policy or about the way in which First Aid 4 Life processes personal data please email the Director responsible for data protection at [info@firstaid4life.com](mailto:info@firstaid4life.com).

## Data Protection Policy

### Introduction

First Aid 4 Life are committed to the rules of data protection and abiding by the eight data protection principles. These are the principles that must be satisfied when obtaining, handling, processing, moving and the storage of personal data.

As a first aid training centre, First Aid 4 Life need to collect and process information as required by the Awarding Organisation (AO) and its regulators. First Aid 4 Life is therefore considered the Data Processor under the European General Data Protection Regulation (GDPR) and its course candidates and employees the Data Subjects.

### The 8 Data Protection Principles

- a) Data must be obtained and processed fairly and lawfully
- b) Data must be obtained for a specified and lawful purpose
- c) Data must be adequate, relevant and not excessive for its collection purpose
- d) Data must be accurate and kept up to date
- e) Data must not be kept for longer than is necessary for its purpose
- f) Data must be processed in accordance with the Data Subject's rights
- g) Data must be kept safe from unauthorised access, accidental loss or destruction
- h) Data must not be transferred to a country outside the European Economic Area

### Data Subjects Rights

- a) To know what information is held by First Aid 4 Life about them and why
- b) Know how to gain access to it
- c) Know how to keep it up to date
- d) Know what First Aid 4 Life does to ensure compliance with its legal obligations

## **Data Collection**

First Aid 4 Life collect as part of the booking and registration process of qualification delivery.  
First Aid 4 Life collect and retain data as part of their First Aid 4 Life trainer and staff administrative tasks

## **Data Storage**

First Aid 4 Life will ensure that:

- a) Data is held securely such as password protected computer, locked cabinets/drawers, encrypted, computers have appropriate virus/data protection software appropriate to the business
- b) Course registrations (which includes, name, address, contact details, colour, race, signature) are removed from sight and access of other course candidates immediately after completion
- c) Data is not disclosed or shared orally or in writing to any unauthorised party
- d) First Aid 4 Life will download course candidate data to their part of the AO website and promptly submit all documentation to the AO. Data submitted will only be viewable via individual unique User log on and password of First Aid 4 Life and the AO.
- e) First Aid 4 Life will not share their log on and passwords with any unauthorised individuals or companies.

## **Data Retention**

- a) First Aid 4 Life will retain any data in accordance with AO retention periods currently 5 years.
- b) First Aid 4 Life will review its necessity to retain data once it has been submitted and accepted by the AO.

## **Data Destruction**

- a) First Aid 4 Life will ensure it destroys data in a confidential manner ie shredding of paper documents, deletion from computer systems
- b) First Aid 4 Life will ensure it does not retain data longer than is required for the purpose of training

## **Subject Access**

Any party who has provided personal data to First Aid 4 Life have the right to request what information is stored and its content.

Access request may be made in writing by letter or email to the First Aid 4 Life Director who will discuss the request with the data subject.

Data will be provided in accordance with the subject's Rights of Access under Data Protection Act.

## **The rights of the individual**

Under GDPR individuals have the rights associated with their data described below: -

- a) The right to be informed
- b) The right of access
- c) The right to rectification
- d) The right to erasure
- e) The right to restrict processing
- f) The right to data portability
- g) The right to object
- h) Rights in relation to automated decision making and profiling

### **Breaches of Data Protection**

- a) Breaches or suspected breaches should be reported to the First Aid 4 Life Director who will make the necessary investigations and provide a response to the informant within 3 weeks of receipt.
- b) Breaches may also be raised with the AO by contacting their office either via email, telephone or in writing.

### **Questions or Concerns?**

If you have any questions or concerns about this policy or about the way in which First Aid 4 Life processes personal data please email the Director responsible for data protection at [info@firstaid4life.com](mailto:info@firstaid4life.com).