Privacy Policy

Who We Are

Cotswold First Aid (‘we’ or ‘us’ or ‘our’) gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection regulation and laws. This policy provides you with the necessary information regarding your rights and our obligations and explains how, why and when we process your personal data.

Cotswold First Aid are registered with the Information Commissioner's Office, registration number ZA496703], and act as the data processor. The designated Data Protection Officer for the organisation is Mr Philip Miles who can be contacted at Cotswold First Aid, 16 Avro Road, Upper Rissington, Glos. GL54 2NU. Tel. no. 01451 822318.

Information we may collect

Cotswold First Aid processes personal information to meet our legal, statutory and contractual obligations and to provide our clients with products and services. We will never collect any unnecessary personal data from and do not process personal information in any way, other than as specified in this policy.

The personal data that we may collect from includes: -

* Name
* Date of Birth
* Home Address
* Business Address
* Personal Email
* Business Email
* Home Telephone Number
* Mobile Telephone Number
* Health/medical information
* Images taken on training courses or at Events

We collect information via: -

* Online/website forms
* Delegate Registration forms
* Written question papers
* Attendance registers
* Delegate feedback forms
* Booking Forms
* CV’s and references
* Social media content – We may collect personal information if you post content about yourself to Cotswold First Aid’s social media channels. Cotswold First Aid may share your post or images across our social media channels (If you do not wish for us to use your personal data in this way, please contact the Cotswold First Aid Data Protection Officer)
* Training certificates/qualifications
* Face-to-face

How we use personal data

Cotswold First Aid takes privacy very seriously and will never disclose, share or sell personal data without prior consent, unless required to do so by law. We only retain personal data for as long as is necessary and for the purposes specified in this policy. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time.

The purposes and reasons for processing your personal data are detailed below.

* Training Courses
* We collect personal data in the performance of a contract or to provide a service and to ensure that certificates and can be sent to the preferred address or that specified on the Booking Form
* Providing Certification: We collect and store personal data as part of our legal obligation in completion of a relevant training course
* Future Training: We will occasionally send marketing information where we have assessed that it is beneficial to you as a customer and in our interests.
* Event Medical Cover
* We collect personal data in the performance of a contract or to provide a service.
* Patient Information. This is used for the assessment and to record treatment of a patient. It will only be passed to medical professionals for on-going care or for legal reasons. No information traceable to an individual is ever passed to Event Organisers.
* Employment/Contracting
* For those who are directly employed by or contract to us, we collect your personal data such as: -
	+ Full name
	+ Address
	+ Date of Birth
	+ Proof of eligibility to work
	+ Proof of identity
	+ Qualifications
	+ References from previous employers/organisations
	+ DBS certificates
	+ Driving Licence details
	+ Bank details
	+ Tax/National Insurance details
	+ Health/medical information

Your Rights

You have the right to access any personal information that Cotswold First Aid processes about you and to request information regarding: -

* What personal data we hold about you
* The purposes of the processing
* The categories of personal data concerned
* The recipients to whom the personal data has/will be disclosed
* How long we intend to store your personal data for
* If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You have the right to: -

* Request the deletion of your personal data or to restrict processing in accordance with data protection laws
* To object to any direct marketing form Cotswold First Aid
* To exercise your data portability rights

If we receive a request to exercise any of the above rights, we will ask you to verify your identity before acting on the request. This is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose personal information without consent, other than for the purposes specified in this policy or where there is a legal requirement.

Safeguarding Measures

Cotswold First Aid takes privacy seriously and takes every reasonable measure to protect and secure personal data. To protect information from unauthorised access, alteration, disclosure or destruction we have several security measures, including: -

* Data encryption
* Access to restricted to only those that have a need to use it
* Firewalls
* Anti-virus/anti-malware software
* Physical security measures

Transferring data outside the EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same level of protection for personal data. Cotswold First Aid does not transfer or store any personal data outside the EU.

How long we keep data

Cotswold First Aid retains personal information only for as long as is necessary and required under UK law after which time it will be destroyed.

All personal data relating to training courses is kept for no longer than 4 years after the data subject’s training qualification expiration date.

Patient Records Forms are kept for a minimum of 8 years for adults. Children’s records are kept until the child reaches the age of 25.

Data Breach Notification

All personal data breaches or suspected breaches, must be reported immediately to Cotswold First Aid’s Data Protection Officer

If a personal data breach is likely to result in a risk to the rights and freedom of a data subject, the Data Protection Officer must inform the Information Commissioner’s Office with delay.

Lodging a Complaint

Cotswold First Aid only processes personal information in compliance with this privacy policy and in accordance with the relevant data protection laws.

Should you wish to raise a complaint regarding the processing of your personal data or how we have handled your information, you have the right to lodge a complaint with the Data Protection Office, Mr Philip Miles who can be contacted at 16 Avro Road, Upper Rissington, Glos. GL54 2NU. Tel. no. 01451 822318.