

Occuteach

The Hive
6 Beaufighter Road
Weston-super-Mare
North Somerset
BS24 8EE

01934 906311

info@occuteach.co.uk
www.occuteach.co.uk



Occuteach GDPR Privacy Policy

Our contact details

Company: Occuteach

Name: Lisa Haines

Address: The Hive, 6 Beaufighter Road, Weston-super-Mare, North Somerset, BS24 8EE

Phone Number: 01934 906311

E-mail: lisahaines@occuteach.co.uk

The type of personal information we collect

We process relevant information for us to provide Education, training, and consultancy services; this may include the following information:

- Personal Details
- Family Details
- Business activities of the person whose personal information we are processing
- Lifestyle & social circumstances
- Previous & training details
- Education & employment details
- Goods & services

We also process sensitive classes of information that may include:

- Physical & mental health details
- Racial or ethnic origin
- Religious or other beliefs
- Trade union membership

Who the information is processed about

- Customers
- Clients
- Students/Apprentices
- Trainers
- Employees
- Suppliers
- Professional advisers and consultants
- Complainants, enquirers



How we get the personal information & why we have it

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

- To provide training within the Occuteach range and follow up training thereafter

We also receive personal information indirectly, from the following sources in the following scenarios:

- We may be given your details or part-details by your employer when booking you on to an Occuteach training course.

We use the information that you have given us in order to enroll you on to an Occuteach training course and/or qualification.

We may share this information with your employer and/or our regulated bodies.

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

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Lisa Haines, Owner, Occuteach.
- (b) We have a contractual obligation.

Who the information is shared with

We often need to share the personal information we process with the individual themselves and also with other organisations. Where necessary we are required to comply with all the aspects of The General Data Protection Regulation 2018

We will only share necessary statutory and proportionate information to deliver the agreed training, education, or consultancy services; we do not share personal information with any third parties in relation to marketing or sales activities.

Children and Privacy

We do not knowingly solicit personal information from Children under the age of 13 or send them requests for personal information.

How we store your personal information

Your information is securely stored within locked facilities at the Occuteach registered address. Any information held digitally is held on devices secured by encryption.

We will keep records in either electronic or paper format for the following timescales:

- Learner Files, tests and examinations – 3 years from date of award
- Personnel Records – 5 Years

We will then dispose your information by:

- Paper records shredded using Micro Cut Shredder
- Electronic records securely wiped from device(s).

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 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 Occuteach, The Hive, 6 Beaufighter Road, Weston-super-Mare, North Somerset, BS24 8EE or via email to info@occuteach.co.uk 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 Lisa Haines, Occuteach, The Hive, 6 Beaufighter Road, Weston-super-Mare, North Somerset, BS24 8EE or via email to lisahaines@occuteach.co.uk

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>

This policy has been approved & authorised by:

Lisa Haines

Owner

Occuteach

Date: 26 May 2021