

Privacy Policy - First Aid abc



This notice explains what information we collect from you and why it is collected. It also outlines under what circumstance this information may be shared, how long it is stored and how you can access it.

We are required by OFSTED and the HSE to hold records relating to the First Aid qualifications we provide for course attendees. These records contain your personal information, such as email address, date of birth and workplace. These records are stored on electronic devices which are password protected and have security software installed.

Protecting your privacy is fundamental to our values at First Aid abc. If you are not happy with any aspect of how we collect and use your data, please let us know immediately and we will do our best to rectify the situation for you. If your complaint is not dealt with to your satisfaction, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues: www.ico.org.uk

How Your Information is Collected and Used:

We collect some basic information about you when you make an enquiry or attend a course, this may include but is not limited to your name, workplace, email address and phone number. This information is collected via our online forms and through any correspondence you have with us via email, phone, SMS or social media. The main reason we collect your information is for our legitimate interests in processing your enquiries and our legal obligation to record the results following First aid training.

We may contact you following training in line with our quality control and administration of First Aid Certification. Clients who consent will be added to our email list and may be contacted via email regarding future training opportunities, or first aid information that we believe may be of interest to you. You may opt out of receiving emails at any time by updating your preferences using the links at the bottom of any of our Mailchimp emails, or by simply contacting at: info@firstaid-abc.com

You can access a copy of the information we hold about you by emailing info@firstaid-abc.com, we will provide this information within 30 days of your request.

Please ensure you inform us of any changes to your personal information so we can keep our records up to date; alternatively you can update your own information that is stored in our Mailchimp email list by using the link at the end of any of our emails sent via the system.

Sharing Information:

We will never share your personal information with any other company for the purpose of marketing. Information collected from clients and course attendees may be kept for up to 3 years. Information from enquiries to us may be kept for up to a year.

You have the right to request we amend or delete information we hold about you subject to our legal or regulatory responsibilities regarding certification.

Cookies and Google Analytics:

We may use cookies on our website to improve the overall user experience. Cookies are a standard tool that most websites now use. A 'cookie' is a small text file that may be placed on your computer so that your preferences can be remembered for future uses. You can turn Cookies off using your

browser settings however this may affect your experience using our site.

We track information and traffic on our site using Google Analytics. Google Analytics does not identify individual users or store any individual information about you or your IP address. We use this as a tool to understand our website traffic and page use better.

If you would like to speak to us regarding any aspects of our privacy policy, we would be happy to speak to you:

First Aid abc:

Mail: 121 Bevendean Avenue, Saltdean, BN2 8PE

Email: info@firstaid-abc.com

Phone: 07754 020143