

Berkshire First Aid Training

Markham House, 20 Broad Street, Wokingham, Berkshire, RG40 1AH
Tel: 07815 798587 Email: enquiries@berkshirefirstaid.com
www.berkshirefirstaid.com



Customer Privacy Policy

This privacy policy informs you how we use and look after the personal information you provide to us. This includes the information you provide when you use our services and the choices you have about our communications with you.

1. Who We Are

- 1.1. Your information will be held by Berkshire First Aid Training Ltd.
- 1.2. References to our website in this Privacy Policy are to www.berkshirefirstaid.com.
- 1.3. You may contact our Data Protection Officer, Stephen Clifford-Franklin, by emailing enquiries@berkshirefirstaid.com.

2. General Data Protection Regulation (GDPR) 2018

- 2.1. Berkshire First Aid Training Ltd. can only use the personal information that you share with us if we have a valid and lawful reason to do so.
- 2.2. These are the reasons that we use your personal data:
 - 2.2.1. When we are fulfilling a contract with you. For example, when we are providing training courses to you.
 - 2.2.2. When it is our legal duty for business reasons. For example, to keep a record of our sales for our accounts.

3. Our Services

- 3.1. When we refer to our services, we mean:
 - 3.1.1. The delivery of courses required of you by the Health and Safety Executive (HSE) to fulfil the requirements of the Health and Safety at Work Act 1974.
 - 3.1.2. Providing information, advice and support to help you remain compliant.

4. What Personal Data We Collect and Why

- 4.1. We are required by the Health and Safety Executive (HSE) to keep accurate records of those attending our training courses delivered by us for three years (the length of the validity of the certificates). We also keep a record of names, businesses, and/or email addresses and contact telephone numbers which customers have supplied.

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- 4.2. We are required to keep accurate records for the purposes of meeting our obligations to HM Revenues & Customs (HMRC).
- 4.3. With your permission, we may use the information which you have supplied to notify you about changes which may affect you under the Health and Safety at Work Act 1974, new courses we offer, and promotions which we may have from time to time.
- 4.4. We do not sell your data.
- 4.5. We do not use the information you provide to make any additional decisions or profiling that might affect you.

5. What We Do with Your Personal Data

- 5.1. Your information is stored in our cloud-based customer management system and our server which is password protected and only accessible by our data processors in our office. We do not store any data on our desktop hardware.

6. How Long We Keep Your Personal Information For

- 6.1. We keep your information for only as long as necessary for the purposes for which we obtained it.
- 6.2. Information that is not needed is destroyed securely.
- 6.3. When providing a service, we keep record of financial transactions for six years to meet our obligations to HMRC.
- 6.4. In relation to any information where we reasonably believe it will be necessary to defend or prosecute or make a claim against you, us, or a third party, we may retain the data for as long as that claim could be pursued.

7. Who We Share Your Personal Information With

- 7.1. Berkshire First Aid Training Ltd. does not share your personal information with anyone.
- 7.2. Communication between us is confidential and we shall take all reasonable steps to keep your information confidential except when we are required to disclose it by law, by regulatory authorities, by our insurers, or as part of an external verifier.
- 7.3. Unless we are authorised by you to disclose the information on your behalf, this undertaking will apply during and after engagement of our services.

8. Rights Over Personal Information

- 8.1. By law you have the following rights:

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- 8.1.1. You can ask us what information we hold about you and you can ask us to correct it if it is inaccurate.
- 8.1.2. You can ask us to give you a copy of the information.
- 8.1.3. You can ask us to stop using your information if you believe we are doing so unlawfully.
- 8.1.4. You can ask us to erase your information provided if we do not need to keep it for overriding regulatory purposes.
- 8.2. If you would like to request a copy of the information that we currently hold about you please contact the Data Protection Officer, Stephen Clifford-Franklin at enquiries@berkshirefirstaid.com.

9. Your Right to Complain

- 9.1. If you have a complaint about our use of your information, please contact us at enquiries@berkshirefirstaid.com. Let us know the details of the complaint and your contact details including address.
- 9.2. You may also complain to the Information Commissioners Office (ICO) about our use of your personal data. You can contact the ICO via their website at www.ico.org.uk with your concerns or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

10. Email Privacy

- 10.1. All email communication is personal to the intended recipient and is to be treated as private and confidential. The information in it or attached to it may not be used or disclosed by a third party without prior written consent.
- 10.2. If you have reason to believe that you are not the intended recipient of this communication, please contact us and remove it from your system immediately. If this message is being transmitted over the internet, be aware that it may be intercepted by third parties and all emails received by or sent to this company's email server may be subject to monitoring.
- 10.3. Whilst the company employs current virus-checking software, the company accepts no liability for any viruses as contained in emails received by its email server or which originate or purport to originate from the company.
- 10.4. No contractual relationship can be created through emails by any person unless specifically indicated otherwise by agreement in writing via means other than email.

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11. Document Control

- 11.1. This Privacy Policy will be formally reviewed on an annual basis as a minimum, or if required changes are identified to address one or more of the following:
 - 11.1.1. A change in business activities which will or could possibly affect the organisation's ability to fully comply with the General Data Protection Regulation (GDPR) 2018 or other related data protection requirements.
 - 11.1.2. A change in the way the company manages personal data or specifically the activities related to data processing which are outsourced to third party data processors.
 - 11.1.3. A change in data protection regulations or associated legislative requirements related to the use of third-party data processors or the legal bases for their engagement.
 - 11.1.4. An identified shortcoming in the effectiveness of this procedure. For example, because of a data breach, Supervisory Authority investigation, formal review, or an audit finding.
- 11.2. The current version of this Policy, together with its previous versions, shall be recorded below:

Version 1: 7th February 2025.

Version 2: 7th March 2025.