



Privacy Notice for First Aid Angels Limited

First Aid Angels Limited was established in 2009 to offer practical, professional and fun first aid training in a variety of areas to businesses, individuals and parents. We are based in North Hampshire, with our own training facilities in Basingstoke, and we are able to offer on-site first aid training courses for companies across North Hampshire and surrounding counties. We offer qualifications accredited by QUALSAFE AWARDS including the popular 'First Aid at Work' course.

We value our customer data and will only ask for, and retain, data which is relevant to the customer services that we can offer you. We are not in the business of selling or trading mailing lists with other companies or third parties for marketing purposes.

This Privacy Notice gives detailed information of when and why we collect your personal information, how it is used and stored, and the limited conditions under which we may disclose it others.

This website is designed to comply with the following laws: UK Data Protection Act 1998, The Data Protection Bill 2017-19, EU Data Protection Directive 1995 (DPD) and the General Data Protection Regulation (GDPR) (EU) 2016/679.

Registered office: 14 Church Street, Whitchurch, Hampshire. RG28 7AB.

Company Number: 06775710.

Registered with the Information Commissioner's Office: Z3009663

Our privacy policy principles:

- We will never spam you with irrelevant emails
- You may opt out or into our email communications at any time
- You have the right to ask us to remove any information we may hold on you
- We will never sell, rent, make public or distribute your personal information
- Data is a liability and therefore should only be collected and processed when absolutely necessary

Types of data that we collect:

Contact forms

We collect the following information about you when you complete the 'contact us' form on our website:

- Full name
- Email address
- Other information you supply relevant to your enquiry

At present this information is stored on our website content management system and sent to First Aid Angels. No data will be processed outside of the EU or EEA.

Website cookies

Our websites use cookies to collect information. This includes information about browsing and purchasing behaviour by people who access our websites. This includes information



about pages viewed, products purchased and the customer journey around our website to personalise your repeat visits to the site.

Google Analytics

When someone visits www.firstaidangels.co.uk 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 e-newsletter, we collect personal information. We use that information for a couple of reasons: to tell you about information you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't 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 or by emailing our data protection officer at info@firstaidangels.co.uk

Purchasing goods and services from First Aid Angels Limited

When you purchase items through www.firstaidangels.co.uk or book courses with us, your name, address data, email and contact number will be stored in our IT and purchasing systems.

Please be assured that we do not share your personal or personally identifiable details with any other company without your consent.

Third Parties

If you have booked on to an accredited course, then we will need to share your details with Quasafe Awards. Please see Quasafe Awards' Data Management Policy.

Photographs

Photographs may be taken on our courses and may be used for training or promotional purposes e.g. on our website. If you do not want your photo taken, please tell your course organiser or tell us on the day.

CCTV Images

We operate CCTV at our premises. If you visit us, you can ask to see a copy of our data protection policy which states how this data is used, stored and deleted.

Storage

The personal information given to us is stored in our internal IT systems and only accessible by authorised staff members.



Legal basis for processing your information

We will only access your personal information under a lawful basis and in particular on the grounds set out below:

Performance of a contract

If you make a purchase or book a course through us, we will use the details that you give us to provide that service or item for you. This information is likely to include your name, contact details, payment details, business address, email address and telephone number and any additional information we may need to help meet your specific requirements and to undertake the contract.

If you do not provide the information set out in this paragraph, then we may not be able to provide the service to you.

Legitimate interest

We may use your name or contact details to tell you about our products and services which we think may be of interest to you. You can ask us to stop doing so at any time. We may use some of your personal information for statistical purposes when we evaluate our range of services.

We may also share your contact details with our third-party review administrator(s) who may contact you to ask for your comments that have been provided.

The above is done on the basis that is in the legitimate interest of our company.

Consent

We may ask your consent to share your name and contact details with selected third-party companies so that they can tell you about their products and services. You can withdraw your consent at any time.

Legal obligation

We may also disclose your personal information, without your permission, to the extent that we are required to do so by law or regulation.

Data minimisation

We will only collect the minimum amount of data. It will be kept only for as long as is necessary for the purpose for which it was collected to comply with our legal and contractual obligations. For example: we will keep your contact details on file while you're one of our clients and for six years after.

Right to Access

You are entitled to access, view, amend, or delete the personal information that we hold about you. We will provide you with a copy of your personal data held by us free of charge (providing your request is not excessive or for multiple copies, in which case we may charge a reasonable fee to cover our costs) and certain information about the processing of your personal data and the source of such data (if not directly collected from you by us). You also have the right to request that your personal data is transferred to a third-party. Email



your request to us titled 'Data protection information request' to info@firstaidangels.co.uk. We will respond to request to change, correct, or delete your information within a reasonable timeframe and notify you of the action we have taken.

Changes to this privacy notice

This privacy notice has been updated with the change to the General Data Protection Regulation, in May 2018. It will be reviewed and updated as necessary with regard to changes in legislation or case law and to ensure it remains fit for purpose.