

Personal Safety Trainers Privacy Notice

Your privacy is important to us. This privacy notice tells you what to expect us to do with your personal information when you contact us or use one of our services.

Our Contact Details

Name: Personal Safety Trainers

Point of Contact for Data Protection matters: Keely Flavill

Phone Number: 07813 329398

Email: contact@personalsafetytrainers.co.uk

What Type of Information We Have

We currently collect and process the following information:

- Personal identifiers, contacts, for example name and contact details.
- Website user stats.

How We Get The Information and Why We Have It

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

- You have made an enquiry to us.
- You have made an information request to us.
- You have requested training services for yourself or your colleagues.
- You are representing your organisation.
- You have agreed to receive occasional email marketing.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are your contract or your consent. You are able to remove your consent at any time. You can do this by contacting Keely Flavill – please see contact details above. NB invoice information will be retained for 6 years in line with HMRC regulations.

What We Do With The Information We Have

We use the information that you have given us in order to provide you with a response to your enquiry, provide requested information, issue an invoice or send occasional email marketing.

How We Store Your Information

Your information is securely stored in files and laptops until your enquiry, information request or training contract is complete, at which point personal information will then be deleted from all files and laptops unless you have agreed to receive occasional email marketing or the information is in relation to an invoice which will be retained for 6 years in line with HMRC regulations. Training questionnaires completed for Breakaway or Self Defence training are securely stored for one year, at which point this information will be destroyed.

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 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 information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the 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 if you wish to make a request.

How To Complain

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