

# ***REAL* First Aid**

***REAL* First Aid Ltd**

## **PRIVACY POLICY**

***EU General Data Protection Regulation 2016/679***

March 2018

## Privacy Policy

Real First Aid Ltd takes Privacy very seriously. From time to time we may need to gather information from customers or potential customers.

Real First Aid Ltd is registered with the Information Commissioners Office, under EU General Data Protection Regulation 2016/679, registration number **Z2559478**

This privacy policy sets out how Real First Aid Ltd uses and protects any information that you give Real First Aid Ltd when you use this website or engage in any course or course enquiry.

Real First Aid Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Current formats of this policy are available from:

[www.realfirstaid.co.uk/s/privacy18.pdf](http://www.realfirstaid.co.uk/s/privacy18.pdf)

### What we collect

We may collect the following information:

- Name, date of birth and an image of yourself
- Contact information including phone number and email address
- The name, date and location of the course you attended.
- Data relating to practical and paper-based performance observations

### What we do with the information we gather

We require this information to correctly identify you as a candidate and to provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- Verification of your identity
- We may use the information to improve our products and services.
- We may invite you by email to sign up to our email newsletter but will only add you to the Newsletter database without your permission
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

#### **What do we do with this information?**

- Almost all of the information we record is for internal or external monitoring of our quality assurance, ensuring the right people have been trained to the right standard.
- In the case of training courses for externally accredited awards or which include an exam or formal assessment, we are obliged to retain records for a minimum of 5 years.
- We hold data of this nature for 5 years in 'hard copy' format and will hold it in electronic format for up to 5 years beyond the lifetime of the company for insurance purposes.

#### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place physical, electronic and managerial procedures to safeguard and secure the information we collect online.

We hold three copies of your personal information

- Two copies are stored on remote discs, one copy is contingency in case of data loss of the other copy.
- A third copy is kept on a virtual server in case of fire, flood or other physical damage to the hard servers.
- All copies are protected by 256 bit AES encryption. The same level of encryption used by Governments for classified information.

**We will never sell, distribute or lease your personal information to third parties.**

### **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at [info@realfirstaid.co.uk](mailto:info@realfirstaid.co.uk)
- If you have signed up to our newsletter you may unsubscribe at any time. The Unsubscribe link is at the bottom of each Newsletter. The direct URL is:  
<https://realfirstaid.us2.list-manage.com/unsubscribe?u=9e9f5832e114a7afa89cfb6a6&id=68bc4ce0c0>
- You may request details of personal information which we hold about you under the EU General Data Protection Regulation 2016/679. If you would like a copy of the information held on you please write to :

Real First Aid Ltd  
1 Pond Meadow  
Steynton  
Milford Haven  
Pembrokeshire  
Wales  
SA73 1HB

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Declaration**

On behalf of **Real First Aid Ltd** we, the undersigned, will oversee the implementation of the Privacy Policy and take all necessary steps to ensure it is adhered to.

Signed: 

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(n.b. One of the signatories should be the Director)

**Name:** **Adam Gent**

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**Position within the Company:** **Director**

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**Date:** **10<sup>th</sup> May 2018**

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