



# Kate's Training CIC

## Privacy Policy

### General Privacy Policy Statement

Kate's Training CIC will collect and process personal data to provide services to its service users, manage the organisation effectively and meet our legal requirements. We recognize the legal requirements of GDPR (General Data Protection Regulation), and we are committed to safeguarding your personal information, in particular:

- Your data will be processed fairly and lawfully under our Data Protection Policy (once we have received your consent).
- Personal data will be obtained only for specific and lawful purposes, and we only collect the minimum substantial data for our services.
- We will not process your data further for any other purposes.
- Our data will be adequate, relevant, accurate, and up-to-date.
- We will store most of the personal data for 3.5 years under FAA (First Aid Awards, our Awarding body) regulations.
- Personal data will be stored securely following GDPR.
- We will share personal data only with the relevant organisations (e.g., Awarding Organisation FAA for monitoring purposes).
- We will review the policy every 12 months from 24.10.2023 and as and when needed.

### The type of personal information we collect

We currently collect and process the following information:

- Name and Surname.
- Job title.
- Date of birth.
- Contact information, including email address.
- Demographic information such as postcode, preferences, and interests.
- Other information relevant to customer surveys/or offers.
- Sometimes, we collect Special Category Data (e.g., your medical condition), but it will always be upon your disclosure and consent.
- Any other information you may wish to disclose – if relevant to our services.

### How do we get personal information, and why do we have it

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

- When you provide your contact details when registering for a course, workshop, or service or requesting information from us.
- From your employer if the employer assigns you to a course.

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- From third-party sources (such as other organizations, educational establishments, and Government Departments). Where we obtain personal data from third-party sources, we will look to ensure that the third party has lawful authority to provide us with your personal data.
- From you when you disclose personal information before or during our services (e.g., disability, sexual orientation, religion).

### **What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products (courses), special offers, or other information that you may find interesting using the email address you have provided. You have the right to opt-out at any time.
- We occasionally send you promotional information about third parties relevant to your interests – you can withdraw anytime.
- We will not contact you for market research purposes.
- We may share some information with the Awarding body FAA (First Aid Awards).
- We only store the information necessary for our services and dispose of it securely once it is no longer needed.

### **Our Security**

We are dedicated and want to ensure the information we hold on you is secure. We shall:

- Use suitable electronic, physical, and managerial procedures to safeguard the information we collect online or in person.
- We put those procedures in place to prevent unauthorized access and disclosure.

### **How we use cookies**

A cookie is a small file that 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 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 to tailor it to customer needs. We only use this information for statistical analysis, which removes the data from the system.
- Overall, cookies help us provide 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.

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- You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can modify your browser settings to decline cookies. 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.

- We cannot be responsible for the protection and privacy of any information you provide while visiting such sites, which are not governed by this privacy statement.
- You should exercise caution and look at the privacy statement applicable to the website in question.

### **Your data protection rights**

Under data protection law, you have rights including:

- Your right of access - You can ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think needs to be completed.
- Your right to erasure - You can 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 your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to processing your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or 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. Please get in touch with us directly if you wish to make a request at email [support@katestraining.uk](mailto:support@katestraining.uk) or phone 07362512257 or 01617062276.

### **How to complain**

If you have any concerns about our use of your personal information, you can complain to us directly and please mark email or letter as 'Private and Confidential - for DPO'

#### **Our contact details are:**

Address: **Kate's Training CIC**, Bartle House, 9 Oxford Court, Manchester, M2 3WQ.

Email: DPO Kate Gorski [kate@katestraining.uk](mailto:kate@katestraining.uk) or [support@katestraining.uk](mailto:support@katestraining.uk)

Website: <https://www.katestraining.uk>

Phone: [07362512257](tel:07362512257) or [01617062276](tel:01617062276).

You can also complain to the ICO if you are unhappy with how we have used your data. Our data controller registration number provided by the Information Commissioner's Office for Kate's Training CIC is ZB726786.

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**The ICO's address:**

Information Commissioner's Office, Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.  
Helpline number: 03031231113.  
CO website: <https://www.ico.org.uk>

**Data Protection Officer (DPO)** within our companies is **Kate Gorski**.

The policy should be read with other organisational policies and is updated every 12 months and as and when required.

**Policy Team:** Kate Gorski, Piko Choi, Katherine Metcalfe.

**Last review** on 09/05/2025.