



Privacy Policy

Kate's Training CIC

1. Our Commitment to Your Privacy

Kate's Training CIC collects and processes personal data to provide services to service users, manage the organisation effectively and comply with its legal obligations. We recognise the requirements of the UK General Data Protection Regulation (UK GDPR) and are committed to safeguarding personal information. In particular:

- Personal data will be processed lawfully, fairly and transparently, in accordance with our Data Protection Policy and the applicable lawful basis.
- Personal data will be collected only for specified, explicit and legitimate purposes, and limited to what is necessary to provide our services.
- Personal data will not be processed for purposes that are incompatible with the purpose for which it was collected.
- Personal data will be adequate, relevant, accurate and kept up to date.
- Most personal data will be retained for three and a half years in accordance with the requirements of First Aid Awards (FAA), our awarding organisation.
- Personal data will be stored securely in accordance with the UK GDPR.
- Personal data will be shared only with relevant organisations where necessary, for example with First Aid Awards (FAA) for monitoring purposes.
- This policy will be reviewed every 12 months and whenever changes in law, guidance or organisational practice make a review necessary.

2. Personal Information We Collect

We currently collect and process the following information:

- Full name.
- 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.
- Where necessary, we may collect special category data, such as information about a medical condition. We will do so only where you choose to provide it and where we have an appropriate lawful basis.
- We may also receive information from partner organisations for funding purposes.
- Any other information you choose to provide where it is relevant to our services.

3. How We Collect Personal Information

Most personal information we process is provided directly by you, for example when you register for a course, workshop or service, or request information from us. We may also obtain information:

- From your employer, where they enrol or assign you to a course.
- From third parties, such as partner organisations, educational establishments and government departments. Where we obtain personal data from a third party, we take reasonable steps to ensure that the third party is authorised to provide it.

Kate's Training CIC is a community interest company limited by guarantee registered in England and Wales (Registration number 15816406).



- Directly from you when you provide information that is relevant to the safe and effective delivery of our services.

4. How We Use Your Personal Information

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.
- Where permitted, we may use the email address you provide to send information about new courses, special offers or other services that may interest you. You may opt out at any time.
- Where appropriate, we may send information about relevant third-party services. You may withdraw your consent or opt out at any time.
- We will not contact you for market research purposes.
- We may share necessary information with our awarding organisation, First Aid Awards (FAA).
- We only store the information necessary for our services and dispose of it securely once it is no longer needed.

5. Keeping Your Information Secure

We are committed to protecting the personal information we hold. We will:

- Use appropriate technical, physical and organisational measures to safeguard information collected online and in person.
- Maintain measures designed to prevent unauthorised access, alteration, loss or disclosure.

6. Cookies and Website Analytics

A cookie is a small file placed on your device with your permission. Cookies help us analyse website traffic and recognise when you visit particular pages.

They can also enable web applications to respond to you as an individual by remembering your preferences and tailoring their operation accordingly.

- We use traffic-log cookies to identify which pages are visited. This helps us analyse website traffic and improve the website to better meet users' needs. We use this information for statistical analysis.
- 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.
- You can choose to accept or decline cookies. Most web browsers accept cookies automatically, but you can change your browser settings to decline them. Doing so may prevent you from taking full advantage of the website.

7. Third-Party Website Links

Our website may contain links to third-party websites. Once you follow a link and leave our website, we have no control over the content or privacy practices of the third-party 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.



8. Your Data Protection Rights

Under data protection law, you have rights including:

- **Right of access:** You may ask us for copies of your personal information.
- **Right to rectification:** You may ask us to correct personal information you believe is inaccurate or complete information you believe is incomplete.
- **Right to erasure:** You may ask us to erase your personal information in certain circumstances.
- **Right to restrict processing:** You may ask us to restrict the processing of your personal information in certain circumstances.
- **Right to object:** You may object to the processing of your personal information in certain circumstances.
- **Right to data portability:** In certain circumstances, you may ask us to transfer the personal information you provided to another organisation or directly to you.
- You will not be charged for exercising these rights. We aim to respond within one month. To make a request, email support@katestraining.uk or call 07362 512257 or 0161 706 2276.

9. Questions, Concerns and Complaints

If you have concerns about how we use your personal information, please contact us first so that we can address them. Mark any email or letter “Private and Confidential — for the Data Protection Officer”.

Our contact details are:

Data Protection Officer (DPO): Kate Gorski
Address: Kate’s Training CIC, Bartle House, 9 Oxford Court, Manchester M2 3WQ
Email: kate@katestraining.uk
Website: www.katestraining.uk
Our ICO registration is **ZB726786**.

If you remain dissatisfied, you may complain to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection.

10. Policy Review and Updates

This policy will be reviewed every 12 months from the date of the last review, and sooner where required by changes in law, guidance or organisational practice.

Policy owned and approved by Board of Directors at Kate’s Training CIC	
Policy team	K. Gorski, K. Metcalfe, D. Gorski, E. Adelakun
Main contact	Kate Gorski, kate@katestraining.uk , 01617062276, 07362512257
Effective date	1 st September 2026
Next review	1 st September 2027, or as and when required
Data Protection Officer (DPO)	Kate Gorski
Registered Address	Kate’s Training CIC, Bartle House, 9 Oxford Court, Manchester M2 3WQ
Website	www.katestraining.uk
ICO registration	ZB726786
Applies to	Clients, Customer, Learners and anyone who works- or volunteers with us

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