



CHRIS DOYLE CARE TRAINING
DATA PROTECTION & PRIVACY POLICY
May 2018

Introduction to GDPR – General Data Protection Regulation

The General Data Protection Regulation (GDPR) which comes into effect on 25th May 2018, describes how organisations such as Chris Doyle Care Training must collect, handle and store personal information.

These rules apply regardless of whether data is stored electronically or on paper.

To comply with the GDPR, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

The GDPR is underpinned by eight important principles. These say that personal data must:

- be processed fairly and lawfully;
- be obtained only for specific, lawful purposes;
- be adequate, relevant and not excessive;
- be accurate and up to date;
- not kept for longer than necessary;
- be processed in accordance with the rights of the “Data Subjects”;
- be kept and held securely;
- not be transferred to third parties or other countries without consent.

Further details on the GDPR can be found at the website for the Information Commissioner’s Office (www.ico.gov.uk).

1. About this Policy.

1.1 This policy explains why we collect personal data about our clients. It explains how we use the data, how we keep it secure and your rights in relation to it.

1.2 We may collect, use and store your personal data, as described in this Data Protection & Privacy Policy.

1.3 We reserve the right to amend this Data Protection & Privacy Policy from time to time without prior notice. You are advised to check our website www.chrisdoylecaretraining.co.uk for any amendments (amendments will not be made retrospectively).

1.4 We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data.

2. Who we are.

2.1 We are Chris Doyle Care Training. Our office is at: 34 Westfields Close, Baschurch, Shrewsbury, Shropshire SY4 2EW.

2.2 We can be contacted at the above address, on info@chrisdoylecaretraining.co.uk or on 01939-261539

2.3 For the purposes of the GDPR, we, Chris Doyle Care Training, will be the “Data Controller”. You, our clients, will be the “Data Subjects”.

3. Our Responsibilities

3.1 Chris Doyle Care Training has no formal Data Protection Officer (DPO), nor is it required to have one, but both Partners have a responsibility to ensure data is collected, stored and handled appropriately in accordance with the requirements of the GDPR.

4. What information we collect and why.

("encrypted device" means PC, laptop, ipad/tablet, phone, memory stick)

| What information we collect | Why we collect it | Where we collected it from and where we store it |
|--|---|--|
| Names, addresses, email addresses and telephone numbers of our clients. | To carry out our business. | From: The client directly and via various training agencies that we work as associates for. On encrypted device and on paper at secured office. |
| Names, addresses, email addresses and telephone numbers of training agencies that we work as associates for. | To carry out our business and to be able to offer/accept work from these agencies. | Provided to us by the agencies. On encrypted device and on paper at secured office. |
| Email addresses of suppliers. | To place orders by email. | From suppliers. On encrypted device. |
| Names of our clients' employees. | To produce certificates. In the case of training agencies that we work as associates for, to enable us to upload the names onto their system for issue of certificates. | From: Registers on the day of training. Kept on paper at our office for required period of time. |
| Health questionnaires for trainees attending Moving & Assisting of People/Inanimate Objects | To make Trainer aware of any potential issues | Trainee completes questionnaire for Trainer prior to course starting. Kept on paper at our office. |
| Names, IOSH ID Numbers and Exam Essays. | To enable marking of Exam Papers. | Supplied by IOSH. Kept on paper for 12 months at secure office. |

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|--|---|--|
| Bank details of our suppliers. | To enable online payment of invoices. | From: Invoices. In the online banking page. |
| Details of Risk Assessments carried out for clients. | As part of Risk Assessment process conducted for clients. | Directly from conducting Risk Assessments at clients' premises. Kept on encrypted device and on paper. |
| Documentation relating to "Expert Witness" cases. | To enable us to act as "Expert Witness". | Provided by the law firm dealing with the case, and collected during site visits. Kept in files (paper) at secure office. Some in emails between the law firms and their clients. |

Sensitive Personal Data

Chris Doyle Care Training will not collect or store sensitive personal data. This includes data relating to religion, race, sexual orientation, and criminal records and proceedings.

4. How we protect your personal data

4.1 We will not transfer your personal data outside the EEA (European Economic Area) without your consent.

4.2 We use generally accepted standards of technology and security in order to protect personal data from loss, misuse, unauthorised alteration or destruction. We will notify you promptly in the event of any breach of your personal data which might expose you to any sort of risk.

4.3 When you transmit information to us over the internet this can never be guaranteed to be 100% secure.

4.4 For any payments which we take from you online we will use a recognised online secure payment system.

5. Who else has access to the information you provide us?

5.1 We will never sell your personal data. We will not share your personal data with any third parties without your prior consent (which you are free to withhold) except where required to do so by law.

6. How long do we keep your information?

6.1 We will hold information relating to training as long as is necessary to comply with our legal obligations. We will review your personal data every year to establish whether we are still entitled to hold it. If we decide that we are not entitled to do so, we will delete/destroy personal data securely.

6.2 We securely destroy all financial information once we have used it and no longer need it.

7. Your rights

7.1 You have rights under the GDPR:

- to access your personal data;
- to be provided with information about how your personal data is processed;
- to have your personal data corrected;
- to have your personal data erased in certain circumstances;
- to object to, or restrict, how your personal data is processed;
- to have your personal data transferred to yourself or to another business in certain circumstances.

7.2 You have the right to take any complaints about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

0303 123 1113.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any questions, comments or requests with regard to this policy or how we deal with data, please contact us at info@chrisdoylecaretraining.co.uk