

## Training with Hart's GDPR and Data Protection Policy

We take your privacy very seriously therefore we urge you to read this policy carefully because it contains important information about:

Who we are

How and why we collect, store, use and share information

Your rights concerning your personal information

How to contact us in the event that you have a complaint.

### **Who we are?**

Training with Hart ("we or us") collect, use and are responsible for certain personal information about you. When we do so we are regulated under GDPR and the Data Protection Act which apply across the European Union. We are responsible as a "controller" of that personal information for those laws.

We are registered with the ICO.

### **The personal information we collect and use:**

- a) The personal information you provide about third parties:

If you give us information about another person, you are confirming that the other person has appointed you to act on their behalf and agree that you:

Shall consent on their behalf to the processing of their data:

Shall receive any data protection notices on their behalf and

- b) Monitoring and recording communications:

We may monitor communications such as emails and telephone calls for the following purposes:

Traning and quality of service

Complaint handling

Booking confirmation

### **How we use your personal information:**

We collect information about our clients for the following purposes:

To be able to prove training

To contact you about training you have booked and any upcoming training



Certificates of attendance

Invoicing

Records of attendance

Proof of competence in relation to tests/quizzes/activities

To inform you of other training courses and promotions.

**Who your information may be shared with:**

We may share your information with law enforcement agencies in connection with an investigation to help prevent unlawful activities.

We will not share your personal information with any other 3<sup>rd</sup> parties.

**Marketing:**

We would like to send you information about services, offers and our business which may be of interest to you. Such information could be sent by post, email or telephone.

If you opt-in to receive such information from us you can opt-out at any time.

**Whether personal information has to be provided by you and why:**

The provision of the following information is required from you:

Name of the learner on the training course

Address and contact information of the care home

Whether you the learner is or has recently experienced any Covid 19 symptoms.

**This enables us to do the following:**

Create certificates of attendance

Send certificates and invoices

Enable the training to take place at your care home

Information about booking, training and invoices.

**How long your personal information will be kept:**

Training with Hart will hold your personal information for the following periods:

6 years to satisfy UK law.

Once the 6 years is completed we will destroy your data securely under UK law,



All computerised information is kept on the proprietors work laptop which is password protected and is used solely for training/work purposes.

Physical Data will be stored in line with GDPR in an Anti Theft filing cabinet which is locked at all times when not in use.

In the unlikely eventuality that we experience a data breach, we will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

### **Reasons we can collect and use your personal information:**

#### **We rely on the following as the lawful basis on which we collect and use your information:**

Consent

Contract

Legal Obligation

Vital interests

Public Task

### **Keeping your information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost or used in an unauthorised way.

We limit access to your personal information only to those who have a genuine need to know requirements. Those processing your information will only do so in an authorised manner and are subject to a duty of confidentiality.

We will also use technological measures to keep your information safe. These may include:

Securely locked filing cabinets.

Password protected laptops.

### **What rights do you have?**

Under the GDPR you have several important rights, in summary, these include:

Fair processing of information and transparency over how we use your data.

Access to your personal information

We are required to correct any mistakes in your information which we hold.

Require the erasure of personal information concerning you in certain situations.

Receive the personal information concerning you which you have provided to us.



Object at any time to processing of personal information concerning you for direct marketing

Object in other situations to our continued processing of your data

Otherwise, restrict our processing of your personal information in certain circumstances.

For further information about these rights including the circumstances they apply in, see guidance from the information commissioners office (ICO).

### **Changes to the privacy policy:**

This privacy/GDPR policy was published on 10/6/2019 and was last updated on 12/11/2021.

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access Training with Hart's services. We will also attempt to notify customers of any changes by:

Email

Phone.

### **Contacting us:**

**If you have any questions about this policy or the information we hold about you, please contact us by:**

Email – [trainingwithhart@yahoo.com](mailto:trainingwithhart@yahoo.com)

Telephone – 01492621061 or 07590618801

Post: 12 upper maenan

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