

## **Privacy and Cookie Policy**

At **Start Confident First Aid**, we are committed to protecting your privacy and ensuring the security of your data. This Privacy and Cookie Policy explains how we collect, use, and safeguard your information when you interact with us or use our website, [www.startconfidentfirstaid.com](http://www.startconfidentfirstaid.com).

By using our services, you agree to the terms of this policy.

### **1. Data We Collect**

We may collect the following personal data:

- **Contact Information:** Name, email address, phone number, and postal address.
- **Course Information:** Enrolment details, attendance records, and exam results for regulated courses.
- **Technical Information:** IP address, browser type, and website usage data through cookies.
- **Financial Data:** Bank account and card payment details.
- **Sensitive Data:** Health or medical information willingly shared to ensure safe and effective delivery of a course.

### **2. How We Use Your Data**

We use your data to:

- Register for courses and process your certifications.
- Communicate with you about course updates or respond to your inquiries.
- Analyse website traffic and improve our services through the use of cookies.
- Send promotional emails about any future courses or special offers.
- Receive feedback and reviews following the delivery of a course.

### **3. Sharing Your Data**

Your data may be shared with third parties such as:

- **Nuco Training LTD** and **First Aid Awards LTD** (FAA) for regulated course certification.
- Registered trainers/assessors for course-related assessments.
- Banking services, such as Barclays Bank, to complete payments.
- Insurance Brokers if a claim is made from either party after the delivery of a course.

We ensure that all third parties comply with data protection laws.

### **4. Cookie Policy**

Cookies are small files stored on your device to enhance your experience on our website. We use cookies to:

- Ensure the website functions properly.
- Gather anonymous analytical data to improve site performance.

You can manage your cookie preferences via your browser settings. Disabling cookies may affect your ability to use certain features of our website. Our website may contain links to other websites of interest.

**Start Confident First Aid** cannot be responsible for the privacy and protection of any information you share whilst visiting such sites, as they are not governed by this privacy policy.

## **5. Data Security and Retention**

We take reasonable precautions to protect your data from unauthorised access. Personal data related to:

- **Regulated courses** are retained for **3 years and 6 months**.
- **Unregulated courses** are retained for **1 year**.

Once the retention period expires, all personal data is securely deleted or destroyed.

## **6. Your Rights**

Under data protection laws, you have the right to:

- Access, correct, or request deletion of your data.
- Withdraw consent for data processing at any time.

To exercise your rights, please contact us at [startconfidentfirstaid@gmail.com](mailto:startconfidentfirstaid@gmail.com)

Our policies are kept under constant review and updated as required – October 2024