

Learner Privacy Policy

Start Confident First Aid and **Nuco Training** will process your personal data and special category data (for reasonable adjustments) under the General Data Protection Regulation (GDPR) and any regulatory requirements specified by **Nuco's** Regulated Bodies.

Start Confident First Aid and **Nuco Training** will only process and store your data for the delivery, assessment and award of the qualification/course you have chosen to undertake, and for no other purpose.

Start Confident First Aid and **Nuco Training** will not sell, pass on or make available your personal or special category data to any person or body outside of the administration and award of the qualification/course you have chosen to undertake.

Start Confident First Aid will undertake the following administrative activities regarding the processing and transfer of your personal and special category data:

1. **Start Confident First Aid** and **Nuco Training** will collect your name, date of birth and email address to administrate and award/certify the qualification/course you have chosen to undertake. Your gender and postcode will also be collected if you request your achievement to be uploaded to your Personal Learning Record.
2. **Start Confident First Aid** allows you to apply for a reasonable adjustment should you have a disability, learning need or medical condition that may affect your ability to undertake the qualification assessment. The data collected for this purpose is called special category data. **Start Confident First Aid** will only collect and process this special category data when it is provided by you for recording and awarding reasonable adjustments for the qualification/course you are undertaking at the time.
3. Personal and special category data will not be used by **Start Confident First Aid** for any purpose other than the delivery, assessment, administration and quality assurance of the qualification/course undertaken and for maintaining appropriate records in line with Regulatory Body requirements.
4. Personal and special category data is collected within course paperwork/documentation during course delivery. The data will be transferred to **Start Confident First Aid** and **Nuco Training's** online administration system, and all records will either be maintained or disposed of in line with **Start Confident First Aid** and **Nuco Training's** Data Protection Policy. The transfer of learner data to **NucoPlus** is required as part of the process of administering and awarding qualifications.
5. Where a certificate is issued by an awarding body (typically for regulated qualifications), we are required to securely transfer your data to the awarding body to issue your certificate. Your data will only be used for issuing certificates and generating anonymised statistics requested by the Regulatory Bodies.

6. **Start Confident First Aid** and **Nuco Training** are required to respond to information requests from Regulatory Bodies. Should your data need to be transferred to the Regulatory Body, **Start Confident First Aid** and **Nuco Training** will do so in line with its Data Protection Policy. The same process will be followed if **Start Confident First Aid** or **Nuco Training** is legally required to transfer data to a legal authority as part of a legal investigation.
7. If you are under the age of 16, please discuss this Privacy Notice with your parent, guardian or carer.
8. **Start Confident First Aid** will retain your data for up to three years and six months, while **Nuco Training** will retain personal and special category data for regulated courses indefinitely to confirm your achievement at any point in the future, should it be required. An individual can request that their data be deleted at any stage.
9. Under the GDPR, you have certain rights regarding your personal and special category data. Not all GDPR rights apply due to the limited way in which **Start Confident First Aid** and **Nuco Training** hold and process your data, but the following rights are appropriate:
 - **Right to access:** You may access the information we hold on you. This will be provided free of charge within one calendar month of your request.
 - **Right to rectification:** Should any of the data **Start Confident First Aid** or **Nuco Training** holds on you be incorrect, you have the right for this to be rectified. **Start Confident First Aid** strives to enter data accurately, but should you notice an error, please contact us at startconfidentfirstaid@gmail.com, and we will rectify any inaccuracies. For incorrect information on any certificates received, please contact us within 28 days. Claims made after this period may require you to pay for a replacement certificate.
 - **Right to erasure:** **Start Confident First Aid** is required to process your data (name, email address, date of birth, gender and postcode if provided), and special category data (in the case of a reasonable adjustment for a medical condition, disability or learning need), to administer the award of your qualification/training. **Nuco Training** is also required to maintain records of your training. If you wish for your data to be deleted, **Start Confident First Aid** or **Nuco Training** will do so upon reasonable request, provided it is no longer required to maintain a record of your training.

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