

GDPR and Privacy Notice

South Western Ambulance Service NHS Foundation Trust First Aid Training is part of the Ambulance Service in the South West that provides training to businesses and members of the public.

This statement sets out how we handle your personal data, the lawful basis by which we process your data and the details of our data protection officer.

Enquiries (potential customers)

CRM

Upon making an enquiry online, by email, phone or post regarding one of our listed courses or for a bespoke course you will be asked for your name, phone number and email address so that we may contact you regarding your enquiry as a potential customer only.

If there has been no contact from you, your contact details will be deleted from our CRM system one year after when you last got in touch with a member of our team.

Email newsletter

If you choose to sign up to receive our email newsletter, your name and email address will be stored in our Mail Chimp account, for this purpose only and you will receive useful updates and information regarding the course areas that you specified an interest in. You may easily unsubscribe from our newsletter at any time, using the link at the bottom of the email, or you can contact a member of our team and request to have your details removed manually.

Customers

CRM

As a current customer your contact details (name, phone number and email) will be stored on our CRM system and we will contact you to inform you about certificate expirations and re-qualification courses. We may also contact you regarding any courses that may be of interest, based on closely related courses that you have undertaken with us.

Booking form

On our booking form (online or by email) you will be asked to provide us with your name, email address and date of birth. This is required in order to process your booking and so that our awarding body FutureQuails can register you as a student on one of our courses.

What personal and personal sensitive information we might need and why:

We need to record personal and personal sensitive information to provide to our awarding body, so that they may register you as a delegate and in order to issue you with your certificate(s). The following information is required by our awarding body FutureQuails:

First Aid Training

- Name
- Email Address
- Gender
- Date of Birth
- Ethnicity code
- Disability code

Once we have passed your information onto FutureQuals and they have informed us that you have been issued you with your course certificate, we will then remove the following details from our systems:

- Gender
- Date of Birth
- Ethnicity code
- Disability code

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Your rights

By law you have a number of rights when it comes to your personal data.

Rights	What does this mean?
The right to be informed	You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights.
The right of access	You have the right to obtain access to your personal data that we are processing and certain other information.
The right to rectification	You are entitled to have your personal data corrected if it is inaccurate or incomplete. Please inform us of any data which you would like rectified and we will usually respond within a month of the request. We will pass on the changes to any third parties who need to change their records and let you know this has been done.
The right to erasure	This is also known as ‘the right to be forgotten’ and enables you to request the deletion or removal of your personal data where there’s no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions, but where possible we will comply with

	your request.
The right to restrict processing	You have rights to 'block' or suppress further use of your personal data. When processing is restricted, we can still store your personal data, but may not use it further. We keep lists of people who have asked for further use of their personal data to be 'blocked' to make sure the restriction is respected in future.
The right to data portability	You have rights to obtain and reuse your personal data for your own purposes across different services. We will do our best to provide the information in an easy to read format.
The right to object to processing	You have the right to object to us processing your data, however this may prevent us from fulfilling our contract with you.
The right to lodge a complaint	You have the right to lodge a complaint about the way we handle or process your personal data with a supervisory authority. The supervisory authority for the UK is the Information Commissioner.
The right to withdraw consent	If you have given your consent to anything that we do with your personal data, you have the right to withdraw your consent at any time (although if you do so, it does not mean that anything we have done with your personal data with your consent up to that point is unlawful).

Subject access requests

We are legally required to act on requests and provide information free of charge with the exception of requests that are manifestly unfounded, excessive or repetitive. If we determine this to be the case we may charge a reasonable fee or refuse to act on the request. We will respond to acknowledge your request and provide the information within one month of receiving your request. Please send your request to our Data Protection Officer at the email address below with 'Subject Access Request' in the subject line.

Our data controller contact details

Our data Protection Officer is Nigel Gooding. If you have any queries, questions or concerns about your data, how we are handling it, or if you wish to ask us not to process your data or would like to ask us to erase your data, please email Information.Governance@swast.nhs.uk