

Active Aid Privacy Statement – 5th April 2018

We respect privacy and your rights to control your personal data.

We will be clear about the data we collect and why. Your data is sacredly protected by us. We do not and will not sell your data to third parties. This Statement applies not only to Active Aid Candidates but also to Active Aid Trainers and Trustees.

Rest assured, the prime purpose of collecting your data is to improve your experience with Active Aid.

This Privacy Statement (the 'Statement') explains the personal information we collect from you, either directly or indirectly, and how we will use it. The Statement also covers the choices you can make about the data we collect. It applies to all Active Aid courses (collectively referred to as, 'Services'). Please read this Statement carefully to understand when you may provide personal information to us and how Active Aid uses personal information provided. By using Active Aid you agree to the use of your personal information as described in this Statement. The terms 'we', 'us', or 'Active Aid' are each intended as reference to, Active Aid.

To make the information in this Statement easy to understand, it is structured to highlight different occasions when a customer would potentially share information with Active Aid. It is broken down into the following segments:

[Learning about Active Aid](#)

[Booking an Active Aid Training Course](#)

[Registering with Active Aid](#)

[Getting Help from Active Aid](#)

[Other Privacy Information](#)

Additional sections give more detail about [How We Use Personal Information, Sharing and Disclosure](#), [How to Access and Control Your Personal Information](#), [Other Important Privacy Information](#), and [How to Contact Us](#) regarding your information.

Learning about Active Aid

As you gather more information about Active Aid you will browse our website. To learn more about our services, you may voluntarily provide personal information, such as your name and email address during these interactions. We do not use cookies on our website.

Booking a Training Course

Once you have decided to book a place on an Active Aid Course.

When you book with us, you may be asked by the active aid trainer to provide information so that we can complete your course registration. Information may include things like your name, email, DOB, address. All payment details are made directly with our trainers and their companies payment systems. Active Aid does not collect or store any financial details from you.

Why: We use this information to complete your course registration, and/or follow up with you about your booking.

Registering with Active Aid

Once you have booked and attended your Active Aid course we will register your details with the website and you have your own account with the site.

As part of registering with Active Aid the site will prompt you to enter information such as an email address, address, and location data (country, postcode). This identification number will be associated with the email address. When you have completed your course we will send you a password to your account, that you can manage. If you do not complete the course, your data will not be entered.

Why: We collect this information to help get the best service before and after your course. We also use your email to send you Active Aid related notifications such as course reminders, information about Active Aid Courses, and when your certificate is about to expire.

Functional Data:

Certain categories of the data that we collect are absolutely necessary for us to register and certificate you with your first aid qualification and you will not be able to opt out from this data collection, sharing and/or processing ('Functional Data').

Why we collect Functional Data:

We are required under the terms of our First Aid Awarding Body to collect and store details of candidates and their qualifications. It is required to be held by us for a period of 5 years, the first three years for the duration of the qualification and then for a further 2 years. However we will hold it for a total of 6 years. This will meet national standards for first aid course record keeping and allow you to maintain your Active Aid register for up to 6 years from your first course. If you keep renewing your Active Aid first aid course, this timescale re sets from your latest course.

Getting Help from Active Aid

Product Improvement

We continually use data to improve our Products and Services, including adding new courses or information, usage data to determine what new features to prioritise.

Security, Safety, and Dispute Resolution

We use data to protect the security and safety of our courses and our customers, to detect and prevent fraud, to resolve disputes and enforce our agreements.

Business Operations

We use data to develop aggregate analysis and business intelligence that enable us to operate, protect, make informed decisions, and report on the performance of our business.

Communication, Marketing and Advertising

We use the data we collect to deliver and personalise our communications with you. For example, we may contact you by email or other means of electronic communication (to inform you about new Active Aid Products or Services, update you on a support issue, or invite you to take part in a survey. For information about managing your account, please visit the [How to Access and Control Your Personal Information](#) section of this Statement.

Sharing and Disclosure

Active Aid does not and will not sell personal information about our customers. We only disclose your data as authorised in this Statement. We may share information with the following types of third parties.

Who We May Disclose your Personal Information to and Why

Third Party Organisations.

Active Aid uses some third party vendors to carry out services, eg website management and hosting and registration with FAIB (First Aid Industry Body). Course registration and some specific first aid courses, and email communications. We only share your personal data as necessary.

To undertake a first aid course, and for us to provide a Product or Service you have requested or authorised and only with vendors or agents working on our behalf for the purposes described in this Statement. In this case, your personal information will be shared with these agents or contractors but only for the purpose of performing services on behalf of Active Aid and in accordance with this Statement. The up-to-date list of these parties may be requested from Active Aid at any time.

How to Access and Control Your Personal Information

You can review, edit your personal data in your Active Aid account, or by contacting us directly to data@active-aid.co.uk, constrained by the requirements of the timescales above.

Active Aid Account

If you wish to access, edit, change your password, or check for deletion of your personal data, you can do it by logging in to your Active Aid account at <https://www.active-aid.co.uk/students/login.aspx> or sending us an email to data@active-aid.co.uk

We will respond to any request to access or delete your personal data as soon as possible, certainly within 30 days.

Security

Active Aid is committed to protecting the security of your personal data. We use a variety of security technologies and procedures to help protect your personal data from unauthorised access, use or disclosure. For example, we store the personal data you provide on computer systems that have limited access and are in controlled facilities.

While no Service is completely secure, Active Aid takes precautionary measures to help prevent information about you from loss, theft, misuse and unauthorised access, disclosure, alteration and destruction. For example, we ensure that our third-party data centre vendors provide adequate security measures. Additionally, your data is protected with encryption, such as Transport Layer Security (TLS), during transition over the Internet. Additionally, your password is stored in a way which means that it cannot be recovered (or disclosed) by anyone, including Active Aid it can only be reset.

Your personal information is stored on servers that are kept in a controlled environment with limited access. While we take reasonable precautions to guard personal information we collect from you, no security system is impenetrable.

You can only access your Active Aid account information and our service through the use of an individual user login and password. To protect the confidentiality of personal information, you

must keep your password confidential and not disclose it to any other person. Please alert us immediately if you believe your password has been misused. Additionally, always logout and close your browser when you finish your session. **Please note, we will never ask you to disclose your password in an unsolicited phone call or email.**

If you have any questions about the security of your personal information, you can contact us at data@active-aid.co.uk

Other Important Privacy Information

Our Policy Towards Children

Active Aid does not target and is not intended to attract children. Active Aid does not knowingly solicit personal information from children or send them requests for personal information. Although visitors of all ages may navigate through our website we do not intentionally collect personal information from those under the age of sixteen.

Where We Store and Process Personal Data

All personal data collected by Active Aid on the Active Aid website is stored and processed the United Kingdom.

Our Retention of Personal Data

We retain personal data for as long as necessary to provide Services, support your courses and fulfill the transactions you have requested, or for other essential purposes such as complying with our legal obligations, and resolving disputes and enforcing our agreements. This will be for a maximum of six years following your latest training course, and work on a rolling basis from the start of the latest course. After six years, if you have not completed further courses with Active Aid your data will be deleted. If you require evidence that you completed a course with us more than six years ago, you will need to store that information.

Changes to Our Privacy Statement

Active Aid may modify or update this Statement when necessary to reflect customer feedback, legal changes and or interpretation and changes in our Products and Service; so, please review it regularly. When we update this Statement, we will revise the 'Last Update' date at the top of the Statement. Your continued use of the Service or Products after any modification to this Statement will constitute your acceptance of such modification and updates.

How to Contact us

If you have any questions about the use of your personal information, please send us an email to data@active-aid.co.uk

Data Protection Registration

Active Aid Ltd

Registration reference: **ZA291957**

Active Aid information is on the public register of data controllers, which is available online at ico.org.uk/register

Appendix A Register of External Organisations

Date Commenced	Company	Address	Purpose	Comment
Commencement of trainer contract	Trainers Company	Varied	Interaction between trainer and AA site to allow trainer to engage with their trainees	This relationship exists under AA trainers constraints and for as long as a trainer is valid and active within AA.
Ongoing	FAIB	4 Ashdown Ave, Woodley, Stockport SK6 1LL	Lead industry body	We do not share any data with them
Ongoing	QNUK	Suite 23, East Lodge Business Village, Botany Bay, Middlesex, EN2 8AS	Qualifications awarding body	Share Name of candidate, DOB and ethnicity code.
Ongoing	JAUPT for CPC courses	9 Warren Yard, Wolverton, Milton Keynes MK12 5NW	For Drive CPC courses	Upload Driving license numbers onto DVSA data base
Ongoing	ELearn First Aid		Blended Learning	Share name only
Ongoing	Tiger Lilly?		Blended Learning	Name only