

Privacy Notice

1. Who we are

Safe Skills Training Ltd provides training services. This may include first aid, mandatory training, manual handling, and clinical skills training, delivered to a range of audiences including (where applicable) health and social care organisations, other industries, and members of the public.

For data protection purposes, Safe Skills Training Ltd is the **data controller** for the personal data described in this notice.

2. How to contact us about data protection

If you have questions, want to exercise your rights, or have a concern about how we use your information, contact:

- Email: andy@safeskillstraining.com

3. What information we collect

We aim to collect only what we need to deliver training safely and effectively.

3.1 Learners/candidates (including public/open course attendees)

Depending on the course and booking route, we may collect:

- Name and (where relevant) employer/organisation
- Contact details (e.g., email and/or phone) where needed for joining instructions, changes, cancellations, and certification administration
- Attendance records
- Assessment/competency outcomes (where applicable)
- Certificate/registration details (where applicable)
- Communications with you (email/messages)

3.2 Client contacts (e.g., managers, HR, training leads, organisers)

- Name, job title, organisation
- Work contact details
- Enquiry and booking information
- Communications and service history

3.3 Special category information (limited)

We may process limited health/disability information where necessary to:

- Support reasonable adjustments
- Help ensure safe participation in training

We do not ask for detailed medical information unless it is essential.

4. How we use your information (purposes)

We use personal data to:

- Respond to enquiries and provide quotes
- Arrange and deliver training
- Manage attendance, assessment and competency records (where applicable)
- Administer certificates/registrations (where applicable)
- Provide course-related communications (joining instructions, changes, cancellations)
- Maintain quality assurance and improve our training
- Manage invoicing, payments and business records
- Meet our legal and regulatory obligations

5. Our lawful bases for processing

We rely on one or more lawful bases under data protection law, depending on what we are doing:

- **Contract:** to deliver training services and manage bookings
- **Legal obligation:** where we must keep records or comply with applicable law
- **Legitimate interests:** to run and improve our business (e.g., responding to enquiries, maintaining appropriate training records, preventing fraud), balanced against your rights
- **Consent:** where required (for example, certain marketing activities, or where explicit consent is needed for specific special category processing)

If we rely on consent, you can withdraw it at any time.

6. Who we share your information with

We share personal data only where necessary and only the minimum required.

We may share information with:

- The organisation that booked and/or paid for training (where applicable and appropriate, for example to confirm attendance and outcomes)
- Professional service providers (e.g., accountant) where necessary
- External certification/verification or quality assurance parties where applicable (for example, to confirm attendance/outcomes or support quality checks)
- Technology suppliers who help us run the business (e.g., email, secure storage, booking systems)

We do not sell personal data.

7. Where your information is stored

We use secure, access-controlled systems and take reasonable steps to protect your information.

Some service providers may store data outside the UK. Where this happens, we take reasonable steps to ensure appropriate safeguards are in place.

8. How long we keep your information

We keep personal data only for as long as necessary.

As a general approach:

- Training/assessment records are typically retained for **6 years** from the course date unless law, contract, insurer, or external rules require longer.
- Enquiry and routine communications are kept only as long as needed for follow-up and business records.

After the retention period, information is securely deleted or destroyed.

9. Your rights

You have rights under data protection law, which may include:

- Access to your personal data
- Correction of inaccurate data
- Deletion of data (in certain circumstances)
- Restriction of processing (in certain circumstances)
- Objection to processing (in certain circumstances)
- Data portability (where applicable)

To make a request, email andy@safeskillstraining.com. We may need to verify your identity.

10. Marketing

If we send marketing communications, we will do so in line with applicable marketing rules. You can opt out at any time by using the unsubscribe option (where provided) or by emailing andy@safeskillstraining.com.

11. Complaints

If you have concerns about how we use your information, please contact us first at andy@safeskillstraining.com and we will investigate.

12. Updates to this notice

We may update this Privacy Notice from time to time to reflect changes to our services, systems, or legal requirements.

Version control

Version	Date	Summary of changes
1.0	17/04/2026	First issue
1.1	17/04/2026	Updated scope to cover training delivered to other industries and the general public