

Cornwall Computer Training Privacy Notice

OUR CONTACT DETAILS

Postal Address

Ros Jago
Mission Chapel,
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Email Addresses

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ros.jago@hotmail.co.uk

Telephone Number

01208 831849

PRIVACY POLICY

Cornwall Computer Training values your privacy. This document outlines how we treat your personal data and your rights pertaining to that data.

WHAT TYPE OF INFORMATION WE HAVE

We receive and store any information you provide to us in any way, such as email, telephone, letter, in person or otherwise.

The types of information that we may obtain about you are:

Personal Information: Personal information is collected in a variety of ways (email, letter, verbally, etc.) from you or your employer including (but not limited to) your name, your email address, your telephone number, your postal address, your occupation, progress, achievement and learning conditions such as dyslexia. Where our contract is with your employer, we may also have details of your place of work. Such information is required in order for us to carry out our contractual liabilities with you or your employer, and thus falls under the *Contract* lawful basis as part of the General Data Protection Regulation (GDPR).

We would also find it useful to record data on any condition requiring special needs, such as visual impairment. If you have such a condition, you can choose whether to sign a consent form to allow us to record the data; if you do not sign the form, we will not record the data, but will still endeavour to provide the best learning environment for you. Such information falls under both the *Contract* lawful basis and under the *Special Category* basis.

Financial Information: We will collect and retain certain information for billing purposes, such as a billing address. We do not accept payment by credit card and so will not require credit card numbers. Information collected for this reason falls under the *Legal Obligation* lawful basis as part of the General Data Protection Regulation (GDPR).

Other Information: We will collect records of attendance at courses and may record details of how successful the course was for individual students (and, if appropriate, their employers) so that we can constantly improve the course experience for students. You may complete a non-mandatory evaluation after attending a course; the responses on the evaluation will be recorded and processed by us with a view to improving the course experience for future students. Such information falls under the *Contract* lawful basis as part of the General Data Protection Regulation (GDPR).

Any information held about students or clients may be used to send you information about the courses we can provide on the basis of our legitimate business interests. Marketing can be opted into or out of at any time by contacting us; we will ask you whether you would like to opt in or out when we first commence communications. Marketing falls under the *Legitimate Interest* lawful basis as part of the General Data Protection Regulation (GDPR).

SHARING YOUR INFORMATION

We will not share, sell or rent your information with anyone else, unless required to by law, with the exception of your employer if they have paid for the course.

HOW WE STORE YOUR INFORMATION

Your information is stored electronically, and invoices (containing the name and address of the client, course details and payment due) are also printed. Hand-written notes are made during courses and meetings, transferred to electronic format; and the written notes are then destroyed by shredding.

Details relating to the *Legal Obligation* lawful basis will be kept as long as required by law.

Data relating to the *Contract* lawful basis will be kept for 3 years after the date of your latest course with us, unless you ask us to delete/destroy it earlier.

YOUR DATA PROTECTION RIGHTS

For the data that we hold only under the *Contract* and *Legitimate Interest* lawful bases, you have the right to erasure. Such a request can be made in writing or verbally; we will comply with the request within 1 calendar month of the receipt of the request.

Where you object to data being held for marketing purposes, your data will be removed from our marketing mailing list immediately upon receipt of the request.

For the data that we hold only under the *Contract* lawful basis, you have the right to request this data for your own use or for transmission to a third party. Such a request should be made in writing by either email or letter; we will comply with this request within 1 calendar month from the date of the receipt of the request. You are not required to make any payment for exercising your rights.

HOW TO COMPLAIN

If you have any questions or concerns about how we obtain, keep and use your data, please do not hesitate to contact us by letter, email or telephone.

Please also contact us if you suspect that your data held by us is inaccurate.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113