



DATA PROTECTION POLICY

Introduction

First Aid Awards Ltd (FAA) is committed to protecting the personal, and special category data of all individuals and organisations as required by the General Data Protection Regulation (GDPR).

As required by the GDPR, FAA is registered with the Information Commissioner's Office (ICO) as a data controller, registration number ZA198977.

FAA collects and processes data to administrate and award regulated qualifications only. FAA does not pass on, sell, or make available any data to any other person or organisation for any other purpose.

What data is collected and stored?

FAA Learner Data

FAA collects, processes and stores personal data, and in certain circumstances special category data, of learners. Special category data is only collected, processed and stored for the application and potential award of a reasonable adjustment for the FAA qualification the learner is undertaking.

FAA works with their approved Centres in collecting, processing and storing learner data. FAA's role is of 'Data Controller' and an FAA approved Centre's role is that of 'Data Processor'.

FAA and approved Centres collect, process and store the following learner personal data:

- Name
- Email address
- Date of birth
- Postcode and gender (only if the learner has requested the achievement to be entered onto their Personal Learning Record)

FAA and approved Centres collect, process and store the following special category data when provided by a learner:

- Any disability
- Any medical condition
- Any learning need

Legal basis for processing – Processing is required for the performance of a contract. Learners enrol onto a qualification directly with an FAA approved Centre. To enable FAA and the approved Centre to deliver, administrate and award the qualification, the processing of the learner's personal data, and where required special category data, is required.

How is the data used? – FAA and approved Centres only use learner personal and special category data for the purposes of administrating, delivering and awarding the qualification the learner has chosen to undertake. FAA does not pass on, sell or make available learner's personal or special category data to any person or organisation external to the administration and award of the learner's qualification. FAA does not use learner data for any marketing purposes; it is purely used for the administration and award of the relevant qualification.

Is learner's personal or special category data ever shared? – The only situation in which learner data would be shared is in the event of an investigation by our Regulatory Bodies or by an official legal body such as the police.

How is the information provided to FAA? – Learner's personal and special category data is provided by the learner to FAA and approved Centres during qualification enrolment through the completion of official FAA course paperwork/documentation.

Where is this data stored? – Data is entered onto FAA's course paperwork/documentation. FAA Course paperwork/documentation is stored securely in either hard copy or electronic format. The data is processed and entered onto FAA's secure online administration system FAAPlus.

How is data destroyed? – Electronic data is securely deleted from all relevant computer systems when required and all backup copies and archived copies are permanently deleted. Hard copy paperwork/documentation is shredded and destroyed onsite or by a certificated disposal company. Paperwork/documentation and computer records held by FAA's approved Centres are stored in compliance with the GDPR and FAA has a signed contract with approved Centres enforcing the standards of the GDPR.

How long is data held? – Learner data is held indefinitely to allow FAA and approved Centres to provide the learner with confirmation of their achievements should it be required. Learners have the right to erasure of their data and FAA and approved Centres will do so in line with FAA's privacy notice.



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FAA Approved Centre Data

FAA collects and stores the data of a Centre and relevant personnel at the time of Centre registration. The data is updated when requested by the Centre and is stored on secure data servers located within the EU. The data is only accessible to approved FAA team members through a unique and secure log in.

FAA collects, processes and stores approved Centre data regarding:

- The Centre itself
- The appointed Centre Head
- The Centre's registered Trainer/Assessors
- The Centre's quality assurance staff

Only the following personal data is collected and stored:

- Names of Centre staff
- The Centre's postal address
- Phone numbers
- Email addresses

Legal basis for processing – Processing is required for the performance of a contract.

How is the data used? - FAA does not pass on or make available to any person or business, personal data of a Centre or their personnel. The data is only used for administrating, quality assuring and awarding FAA qualifications. FAA is a regulated Awarding Organisation having a regulatory duty to ensure the approved Centre is operating as per required regulations and to do this are required to process the Centre and Centre staff's data.

How is the information provided to FAA? – Data is provided to FAA at the time of Centre registration. Data is collected both electronically, in the format of PDF and image documents, and in hard copy format.

Where is this information stored? – This information is stored electronically on FAA's secure online administration system FAAPlus and on FAA's secure internal computer server. Access to both systems is available only to approved FAA team members each with a unique user name and password.

How is data destroyed? – Electronic data is securely deleted from FAA's computer systems when required with all backup and archive copies also being permanently deleted. Paper documents are shredded and then appropriately destroyed.

How long is data held? – FAA hold Centre and Centre personnel data indefinitely for archiving and record keeping purposes allowing FAA to respond to enquiries/complaints and requests for information from the Regulatory Bodies.

FAA Internal Business Activities

FAA collects and stores the personal data of employees and other contracted team members. Data includes names, addresses, contact phone numbers, email addresses and bank details.

FAA employee data is purely used for the purposes of their employment.

Legal basis for processing – Legal obligation.

How is the data used? - FAA has a legal obligation to store and process employee's data. Employee data is never passed on to any business or person external to FAA and is only used in respect of fulfilling FAA's duty as an employer.

How is the information provided to FAA? – This information is provided to FAA by the employee at the time of employment.

Where is this information stored? – This information is stored on FAA's secure computer server.

How is data destroyed? – Any paper documents are securely shredded and then appropriately destroyed. Employee data is held indefinitely to allow reference should any legal requirement require it.

Transferring Personal Data

When transferring personal, and special category data externally, FAA will ensure that all data is both encrypted and password protected. Files will be encrypted to a minimum of AES 256 encryption standard which can be achieved using software such as 'WinZip'.

The files will also be password protected using a minimum of 15 alphanumeric characters containing a mixture of upper and lower-case characters and both letters and numbers.

Passwords for such files will be sent through a different medium than the file itself, such as telephone.





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External links from FAA Websites and Resources

FAA websites and resources may include links to other external websites. We recommend that you review the Privacy Policy of the website before input of any personal data. The Internet is not a secure medium and FAA cannot guarantee the security of information transmitted via the internet.

FAA will review this policy every 3 years with the next review being due in April 2021. The policy may be amended earlier if required. Should you have any feedback regarding this policy please contact FAA as below.

