

PRIVACY NOTICE (V1.1)

Our contact details:

Name: Gold Tap Training Limited

Registered Address: NFU Building, East Malling Research Station, New Road, East Malling, Kent, ME19 6BJ

Phone Number: 0800 702 2579

E-mail: compliance@goldtaptraining.co.uk

The type of personal information we collect:

We currently collect and process the following information:

- Full name
- Contact details (telephone numbers and email address)
- Date of birth
- Passport style photograph (for photographic accreditation certificates and cards)
- Address (for invoicing purposes, where you are personally finding the training yourself, not through your employer or agent).

How we get the personal information and why we have it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To enlist onto a training course
- So that we can make contact with you
- When you make an enquiry into our courses
- So that we can inform awarding bodies that you have successfully completed and passed a training course.
- So that we can inform your employer the outcome of your training.

We also receive personal information indirectly from your employer or agent who has arranged for you to attend the training on your behalf.

We use the information that you have given us in order to fulfil our commitment to provide training services. We may share this information with your employer and the awarding body.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting the Data Protection Officer.
- b) We have a contractual obligation.
- c) We have a vital interest.
- d) We have a legitimate interest.



T: 0800 702 2579

E: enquiries@goldtaptraining.co.uk

W: www.goldtaptraining.co.uk

How we store your personal information:

Your information is securely stored on our internal platforms which include CRM systems, emails, and other internal databases for the purpose of providing a service.

We keep personal information for the following timescales before it is disposed of:

Type of personal data	Duration for which data will be held following most recent qualification
Name	5 years
Address	5 years
Date of Birth	5 years
Photograph	5 years
Contact details	5 years

How your data will be deleted:

On an annual basis the company will review the personal data held on its systems to ensure that the timescales above are met. Should your data be due for deletion, it will be removed from all systems, emails, and databases.

Erasure of your data can be requested prior to the above timescales and must be requested by contacting compliance@goldtaptraining.co.uk.

Your data protection rights:

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at compliance@goldtaptraining.co.uk if you wish to make a request.



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How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at compliance@goldtaptraining.co.uk.

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

ICO website: <https://www.ico.org.uk>