

A1 Risk Solutions Privacy Policy

Our contact details

Name: Deborah Harrison

Address:

Unit 3b Westgate
Woodend Mill
Manchester Road
Mossley
Ashton-Under-Lyne
OL5 9FP

Phone Number: 0161 327 2195

E-mail: deborah@a1risksolutions.co.uk

The type of personal information we collect:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email addresses, name and contact details and place of work as an identifier as you book a training course, assessments consultancy and web courses.
- This identifying information is also taken when you attend the training course
- This information is used to apply for a registered qualification and is in line with ROSPA Qualifications policy:
“Your personal data will be used for the purpose of registering learner details, recording of qualification results and producing and sending of a certificate. Data will be handled in accordance with RoSPA’s Privacy Policy which can be seen at <https://www.rospa.com/help-information/privacy-policy/>, and UK General Data Protection Regulation.”

This is collected and displayed as part of day one of the course without provision of the data the registered qualification cannot be applied for.

Online video based system

- We collect your names and email addresses to be added to our online system. This is done as part of the registration process for Day one of a training course.
- Without collecting this data we cannot add you to our online system.

- You can contact us at anytime on **admin@a1risksolutions.co.uk** to be removed from the online system.

Risk Assessments

When we carry out risk assessments client information such as name address, date of birth, phone number and some additional information that may be required to carry out the assessment will be used to complete a reliable risk assessment and handling plan.

Conference delegates

- When speaking at or attending conferences you may give us your data, via a QR code, a scanner or written on hard media.
- This will be placed into our database and you will be added to our electronic mailing system for the purpose of keeping you up to date with communication in which you have legitimate interest. This communication may be for research purposes, provision of relevant publications, or keeping you updated on our services.
- You can opt out at any time by using the opt out button that appears in the footer bottom of all of our centrally generated communication emails or by sending a request directly to **admin@a1risksilutiions.co.uk**.

Invoicing processing

We will require your address details (physical and electronic) in order to process invoices related to provision of our services. We require your organisational address and other contact details such as phone numbers.

Disclosure of a health condition

- We are required to ensure for the purposes of health and safety that all delegates attending our practical Manual Handling courses are fit and able to effectively participate. It is imperative to ensure the individual can take part without further injury to themselves or others.
- Examples may be: Pregnancy, difficulty processing information, any physical limitation that would prevent a delegate from carrying out required tasks.
- Adaptations may be put in place to enable the delegate to take part.
- A delegate may wish to disclose this information in person verbally, in writing or via any means of communication.
- We will only use information about your health with your consent and for the purpose of providing our services.

Use of Mailchimp

- We use a third-party email provider, Mailchimp, to send promotional emails about new services and other relevant information, which we think you may find interesting using the email address, which you have provided.
- We gather statistics relating to email opening and clicks using industry standard technologies, including clear gifs to help us monitor and improve our e-newsletter. For more information, please see Mailchimp's Cookie Notice (<https://mailchimp.com/legal/privacy/>)

If you wish to withdraw your consent at any time, please email admin@a1risksolutions.co.uk. We will give you the opportunity to opt out of future marketing whenever we send you marketing material via Mailchimp.

Surveys and Polls

- We may collect data as part of research activities, via surveys and polls.
- The only time we will request your personal information is if you wish to be sent the results of such surveys. The type of personal data we may request is your name and email, although it will not be compulsory to provide this information. The sole purpose of supplying contact details is to enable A1 Risk Solutions to send the results of surveys in which you participate.
- If you do not give your email address we cannot send you the result of the survey personally, this does not prohibit you from taking part.
- We often carryout surveys and do not take your personal data

Whatsapp

- We set up Whatsapp groups from time to time as a support network for individuals. You are given the option to opt in, or decline as fits your requirement.
- Others within the group can see your phone number, and there is currently no way of preventing this. If you do not want others to know your number do not join the group or use Whatsapp to communicate with anyone that you do not wish to see your phone number.
- We use your number to verify you are a real person on admission to the group in order to prevent spammers entering the site.
- If we add you into a Whatsapp group this will only be done as a result of receiving your express consent.
- You can leave the Whatsapp group at any time.

In summary we may collect the following information:

- Name and job title
- Your organisation
- Contact information (email address and phone number)
- Demographics
- Demographic information such as address and postcode,
- Information pertinent to delivering. our service to you

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:

- The ability to deliver our services effectively to you.
- To deliver information specifically related to the provision of our services to you.
- To provide you with information that you have specifically requested or in which we believe you will have a legitimate interest.

We will not share any information you provide us with any other individual of organisation without your express consent.

Under the UK General Data Protection Regulation (UK 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 admin@a1risksolutions.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep on our central electronic database the following pieces of information that may be provided to us for an indefinite period, but will from time to time provide you with the opportunity to continue receiving information from us or to be removed from our database. When you are removed from our database the details that we store will be purged from our central database, and will be irretrievable. If you subsequently want to be re-entered you will have to provide us with a fresh set of data by contacting us directly on admin@a1risksolutions.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 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 email admin@a1risksolutions.co.uk, phone 0161 327 2195 or letter to Unit 3b Westgate, Woodend Mill, Manchester Road, Mossley, Ashton-Under-Lyne, OL5 9FP, if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Unit 3b Westgate
Woodend Mill
Manchester Road
Mossley
Ashton-Under-Lyne
OL5 9FP

Phone Number: 0161 327 2195

E-mail: deborah@a1risksolutions.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>