



Training Attendees : Privacy Notice How We Take Care of Your Personal Information

Why do we hold your information?

To ensure that we manage your training booking, attendance, and subsequent contact in respect of assignments, certificates, and outcomes following the course, we need to hold your personal contact information.

We will only ask you for information that is appropriate to the training we provide to you.

Where and how do we store it?

Your contact details and information from your enquiry and subsequent booking form are stored within a password protected document on our secure server. This information is only accessible to the training managers and administrator who are responsible for making arrangements for your participation on, completion, and qualification award of the course.

If you have booked online, your details will be stored on the Eventbrite system to enable us to access them for the purposes of administration, arranging your attendance, participation and completion of the course.

Your information is erased 18 months following the completion of the course, providing time for feedback and outcomes to be collected from you, and any actions in relation to your qualification to be completed.

What about Consent?

We will only store your personal information with your explicit consent.

Our consent form, which forms part of our course booking process, meets the GDPR requirements, and makes sure that we only use your information and make contact with you in ways that you have clearly agreed to.

We have a specific section for consent for marketing, You can choose for your contact details to be placed on our secure electronic CRM and specify whether contact is for future training information only, or to include DMWS marketing.

You do not have to consent to everything we are asking for, you can opt out, and you can withdraw your consent for any part, at any time. Just contact our Training Administrator and it will be immediately changed on the system.

How and with who do we share your information?

Your privacy and protection of your information is very important to us. As part of our training provision to you, we need to pass your information to the following:

- a) Venue Facilities – Your name only, to enable access to the building and to meet the venue's security requirements
- b) Trainer – Your name, your organisation, and any particular needs you may have to enable your participation in the training
- c) Awarding Bodies – Your name, your organisation, your contact details as part of the registration for the course and to enable any marking of assignments and awarding of qualification

We will seek to ensure that the organisations we transfer your details to are compliant with data protection GDPR regulations before we provide them with any of your information.

We will not pass your information to any other organisation.



We prepare reports and statistics in relation to course attendance, feedback, and outcomes. All reports and statistics are anonymous. Where we utilise attendee quotes, they will only be attributed to you or your organisation with explicit and prior consent.

What are your rights?

You have a number of rights in relation to the personal information that we keep.

- a) **Amendments or Corrections:** We make every effort to keep your information up to date and you should let the training administrator know of any changes to your information so we can update our records.
- b) **Access:** You can request access to your records at any time, and can request a copy of the information we hold. To access a copy of your information you will need to make contact with our Data Protection Officer (details below) who will let you know the process and what to do next.
- c) **Right to be Forgotten:** You can request that we remove all your personal information from our records. You will need to make contact with our Data Protection Officer who will let you know the process and what to do next.

We have to put together reports, and have statistical information in respect of the services that we have provided, and any retained data for that purpose, will be anonymous. In any event all statistical reports are completely anonymous.

- d) **Transfer to another Organisation:** You can request that we transfer your personal information to another organisation. You will need to contact the Data Protection Officer who will let you know the process and what to do next.
- e) **Your Right to Complain:** You can raise any concern or complaint about how we keep, use, share, or transfer your data. In the first instance you should contact the Data Protection Officer to let them know what your concern or complaint is. They will let you know the process and what you need to do next, and then investigate thoroughly letting you know the outcome at the completion of the investigation. We would hope that any concerns or complaints that you raise will be dealt with to your satisfaction, however, if you are unhappy or do not agree with the outcome, you can make a complaint to the Information Commissioners Office (ICO) who will look into your complaint on your behalf.

DMWS Data Protection Officer

Commercial Director
The Old Stables
Redenham Park
Andover
Hampshire SP11 9AQ

Telephone: 01264 774 000
Email: dpo@dmws.co.uk
Web: www.dmws.org.uk

Information Commissioner Office

Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113
Email: casework@ico.org.uk
Web: www.ico.org.uk