



PRIVACY NOTICE

(Why we collect your personal data and what we do with it)

When you supply your personal details to Ready2Shine CIC they are stored and processed for 4 reasons (the bits in bold are the relevant terms used in the Data protection Act 2018, which includes the General Data Protection Regulation – ie the law):

1. We need to collect personal details in order to provide you with a service. Personal details may be a name for certification, learning needs for course adaption or alternatively personal health information for safety on the courses. Your request of Course/Consultation and my agreement to fulfil this constitutes as a **contract**. You can, of course, refuse to provide the information, but if you were to do that we would not be able to provide a service.

2. We have a “**Legitimate Interest**” in collecting that information, because without it we couldn’t do our job effectively and safely.

3. We also think that it is important that we can contact you in order to confirm your appointments with us or to update you on matters related to the service. This again constitutes “**Legitimate Interest**”, but this time it is your legitimate interest.

4. Provided we have your **consent**, we may occasionally send you general information in the form of articles, advice or newsletters. You may withdraw this consent at any time – just let us know by any convenient method.

We have a legal obligation to retain your records for 5 years after your most recent appointment (or age 25, if under 18), but after this period you can ask us to delete your records if you wish. Otherwise, we will remove your records unless it is for consultation, in order that we can provide you with the best possible service should you need to see us at some future date.

Your records are stored electronically (“in the cloud”). Our provider has given us their assurances that they are fully compliant with the General Data Protection Regulations. Access to this data is password protected, and the passwords are changed regularly. They may also be on our office computers. These are password-protected, backed up regularly to a password protected external Drive which is locked in a cupboard.



We will never share your data with anyone who does not need access without your written consent. Only the following people/agencies will have routine access to your data but this may only be parts of your data:

- Your trainer/consultant for attending the session and providing the best service.
- Our access manager for assessment for suitability.
- Our admin staff, because they organise our diaries, and coordinate appointments and reminders (but they do not have access to sensitive personal information)
- Other administrative staff, such as our accountants. Again, administrative staff will not have access to your personal notes, just your essential contact details.
- We also use Mailchimp to coordinate our messages, so your name and email address may be saved on their server.

From time to time, we may have to employ consultants to perform tasks which might give them access to your personal data. We will ensure that they are fully aware that they must treat that information as confidential, and we will ensure that they sign a non-disclosure agreement.

You have the right to see what personal data of yours we hold, and you can also ask us to correct any factual errors. Provided the legal minimum period has elapsed, you can also ask us to erase your records.

We want you to be absolutely confident that we are treating your personal data responsibly, and that we are doing everything we can to make sure that the only people who can access that data have a genuine need to do so.

Of course, if you feel that we are mishandling your personal data in some way, you have the right to complain. Complaints need to be sent to what is referred to in the jargon as the "Data Controller". Here are the details you need for that:

Jennifer Hudson jennifer@ready2shine.co.uk 02392 734316 54a Stride Ave, Portsmouth PO3 6HL

If you are not satisfied with our response, then you have the right to raise the matter with the Information Commissioner's Office.