

Delegate Privacy Notice

How will we use your information?

What we need

Health Matters (Health & Safety) Ltd will be what's known as the 'Controller' & 'Processor' of the personal data you provide to us. We only collect basic personal data about you. This may include your name, address, email address, telephone number, date of birth and *National Insurance Number (*For CSR courses only).

Why we need it

We need to know your basic personal data in order to provide you with your outcome certificate and in some cases card. We will use your name, date of birth and National Insurance Number to uniquely identify your record on our database. Your address, email address and telephone number will be used to send you your outcome certificate and / or contact you about the renewal date of your training. We will not collect any personal data from you that we do not need in order to provide and oversee this service to you.

What we do with it

All personal data is processed by our staff in the UK however for the purposes of IT hosting and maintenance this information is located on servers within the European Union.

We may pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example 3rd Party awarding bodies such as IOSH, NEBOSH, Quallsafe, RSPH and CEFNI will produce your certificate / card and a mailing house will send you a letter when your card is due for renewal).

When we use third party service providers, we disclose only the personal information that is necessary to deliver the service. We have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to other third parties unless we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

How long we keep it

We keep your personal data for a maximum of six years and six months after your training expires, after which time it will be destroyed. This information is retained to allow you to renew your training based on previously completed assessments. Should you wish for your personal data to be deleted sooner please contact us.

What are your rights?

If at any point you believe your information is incorrect you may request to see this information, and have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact us at Health Matters (Health & Safety) Ltd, 11 Monaghan Court, Monaghan Street, Newry, BT35 6BH. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

Please Note: *If self-funding, we may collect your visa card details to obtain payment. This is done so for the single purpose of securing payment and such records are only retained (securely) for a period of up to 6 months after which they are destroyed.*