

Privacy Notice

This privacy Notice is provided by East Shore Services Ltd. Which is the data collector.

At East Shore Service we are committed to safeguarding and protecting your privacy when visiting our website or communicating with electronically or over the phone.

Any personal data provided to us will only be used by us according to our privacy notice and Data Privacy Law.

Who we are?

We specialise in Training Courses meeting for the Heating Industry. We offer HETAS Courses, Domestic Gas, Air Source courses tailored to your needs in our training centre.

Please Note: In this notice the use of, we, us, our is to be read as meaning East Shore Services Ltd.

We collect and store personal data relating to our learning programme or qualification for which candidates have applied for or been registered to do.

We also collect and retain personal data on the people we employ such as assessors, trainers and admin staff.

We do not sell or share your personal data with others that collect and use personal data for their own business or personal purposes.

We do not sell and transfer any personal data outside the UK.

What personal data do we collect?

Personal Data are any information which are related to an identified or identifiable natural person. (such a person is referred to as a **data subject**)

We collect, retain, use and otherwise process the following personal information.

- Candidate name and contact details including postal address, telephone number, email address and emergency contact details where applicable.
- Candidate photograph
- National insurance number
- Detail of candidate qualifications and experience
- Trainer, assessor or verifier of qualifications, name, contact detail including telephone number, email address, national insurance number, CV, qualifications and experience.

We do not collect any special categories of personal data (such as race, religion, sexual orientation, religious or political views. We also do not collect any information about criminal conviction and offences.

We will collect your full name, email address and contact number when you make an enquiry via our site or by telephone in order to respond to your enquiry and provide you with the best possible service.

Children's Data

Please note our courses are not for candidates under 18 , so if you are under 18, you must not provide any personal information without your parents/ carer/ guardian 's consent.

Transfer of Data

The transfer of electronic data and information related to your training between us and Awarding Bodies is by either secure share filling system or electronic mail.

For how long do we keep your personal information?

The Company will only hold your personal information for as long as is necessary to fulfil the purposes for which it was collected and processed, including for the purposes of satisfying any legal, tax, health and safety, reporting or accounting requirements. It is legal requirements with our Awarding Bodies to retain personal data for up to six years.

Marketing communications

From time to time, we may use some your personal data for marketing purposes and inform you of our upcoming courses and offers.

Opting out

You can ask us to stop sending you marketing messages at any time by contacting us at info@eastshoreservices.com

What organisations data is shared with?

We will only share personal data we collect from you with:

- Awarding Bodies
- Your employer, if your course has been arranged by them
- to person or bodies contracted by us to carry out the role of trainer, assessor, and verifier.
- We may be also share asked to share your personal information for annual audit.

Where is personal data stored?

Personal data will be stored securely either in paper or electronic formats by us.

Paper records containing personal data and information is securely stored in suitable facilities within the offices of East Shore Services Ltd.

Electronic records containing personal data and information will be securely stored in the UK or our database.

Who can access your personal data?

We will hold personal data securely and only designated staff will have access to it.

Your right as an Individual?

By law and under certain circumstances, you have the following rights with respect to your personal data:

- The right to be informed how your data is being used
- The right to request access to your personal data that we hold from you. You can receive a copy of such personal information and to check that we process it lawfully.
- The right to request correction of personal data that we hold about you if it is incomplete, inaccurate, or out of date.
- It is important that the personal information we retain about you is accurate and up to date. Please inform us of any changes in respect of your personal information during your relationship with us.
- The right to have your data erased or restricted.
- The right to object to processing of your personal data where processing is based on our legitimate interest.
- Restrict the organisations processing your personal data
- Complain to the Information Commissioner if you believe that our organisation has not complied with your GDPR rights - ico.org.uk/global/contact-us/
- The right to request the transfer of your personal data to another party

If you would like to exercise any of these rights, please contact us at Info@eastshoreservice.com

alternatively call us on 0151-486 8700

Changes to our Privacy Notice

Our Privacy Policy Notice was created in February 2024 and may change from time to time please make sure you visit this page regularly. In case of any changes to the above policy or in how we will use your personal data, we will notify you by posting such changes on our website or by directly sending you a notification.

Concern, queries, and complaints

Contact us or ICO If you have any questions or concerns about this policy and how we process your personal data.

Info@eastshoreservices.com

Phone Number: 0151- 486 8700

You have the right to make a complaint at any time to the ICO (Information Commissioner's Office) on 0303 123 1113 if you are not satisfied. However, we would appreciate to resolve any data protection matter between us in the first instance.