

SK4L: PRIVACY POLICY

Compliant with UK GDPR, Data Protection Act 2018, and PECR: This Privacy Policy explains how our business collects, uses, processes, and protects your personal data when you visit our website, book onto our first aid training courses, or purchase physical first aid products and medical kits. We are committed to protecting your privacy and fulfilling our obligations under the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations (PECR).

1. Who We Are (SK4L: Community Education Skills 4 Life)

We are a provider of regulated first aid training courses and an e-commerce retailer of first aid kits and safety equipment based in the United Kingdom. Under UK data protection law, we act as the 'Data Controller' for the personal data collected through this website.

- Business Name: Community Education Skills 4 Life: SK4L
- Trading Address: Taylor Mill, Fair Lea Road Huddersfield HD46JA
- Email Address: info@sk4l.co.uk
- Telephone Number: 01484532500
- Data Protection Representative / Officer: Mr S Yates

2. The Personal Data We Collect

We collect different categories of personal information depending on how you interact with our website and business lines:

- Course Bookings: Full name, corporate or personal email address, phone number, billing address, employer/organisation details, and individual candidate names (if booking on behalf of staff).
- E-Commerce Retail Purchases: Contact details, billing address, delivery address, phone number, and items purchased (first aid kits, replacement consumables, or AED accessories).
- Payment Processing: Financial transactions are processed securely via third-party providers. We do not store full credit/debit card numbers on our servers.
- Clinical & Special Category Data: In limited cases, training candidates or employers may voluntarily disclose physical health conditions, allergies, or physical restrictions to ensure safe participation in practical elements of first aid courses (e.g., floor-based CPR, practical bandaging). This is treated as special category health data.
- Technical & Analytical Data: IP addresses, browser types, operating systems, geographic location, and browsing habits collected automatically via cookies.

3. Legal Bases and How We Use Your Data

We only process personal data when we have a valid legal basis under Article 6 (and Article 9 for health data) of the UK GDPR. The table below outlines how we use your data:

Purpose of Processing	Data Categories Involved	Legal Basis (UK GDPR)
Processing retail orders and shipping first aid kits to physical addresses.	Name, Delivery Address, Contact Info, Order History	Performance of a Contract (Article 6(1)(b))
Managing course registrations, attendee lists, and issuing digital certifications.	Learner Names, Email, Phone, Employer Details	Performance of a Contract (Article 6(1)(b))
Submitting student assessment records to external Awarding Bodies for formal regulated qualifications.	Learner Names, Dates of Birth, Assessment Papers	Legal Obligation (Article 6(1)(c)) to comply with Ofqual/Awarding Body frameworks
Accommodating physical restrictions or medical needs during practical training sessions.	Explicit health or physical mobility details provided by the delegate	Explicit Consent (Article 9(2)(a)) and Vital Interests
Sending operational course reminders, joining instructions, and invoicing.	Contact Details, Billing Info	Performance of a Contract or Legitimate Interests
Sending marketing updates, bulk kit replenishment reminders, or promotional offers.	Email Address, Marketing Preferences	Consent (Article 6(1)(a)) for consumers, or Legitimate Interests for B2B contacts

4. Data Sharing and Third Parties

We never sell your personal data. We share your information only with trusted third parties necessary to run our training and e-commerce services:

- **Regulated Awarding Organisations:** Candidate details are shared with our Ofqual-regulated awarding bodies (e.g., Quasafe, Highfield, Future Awards) to process, issue, and verify official first aid qualifications.
- **Freelance Trainers & Quality Assurers:** Internal Quality Assurers (IQAs) and freelance first aid instructors receive register sheets to mark attendance and manage classroom safety.
- **E-Commerce Logistics & Couriers:** Delivery addresses and contact phone numbers are shared with courier networks (e.g., DPD, Royal Mail, DHL) to ship your physical first aid products.
- **Payment Gateways:** Financial details are directly submitted to encrypted third-party processors (e.g., Stripe, PayPal).
- **IT and Cloud Service Providers:** Includes website hosting providers, customer relationship management (CRM) engines, and booking management software.

5. International Transfers

We prioritise storing your data within the UK or the European Economic Area (EEA). If any of our technical sub-processors (such as email service providers or cloud platforms) transfer data outside the UK, we ensure adequate protection is in place. This includes utilizing standard contractual clauses (SCCs) or the UK International Data Transfer Addendum to secure your data protections.

6. Data Retention Horizons

We hold your personal data only as long as required to fulfill transactional, legal, or regulatory requirements:

- **Regulated Training Records:** Standard first aid qualifications expire after 3 years. We retain core candidate assessment data for up to 5 years following course completion to fulfill the requirements of Ofqual and our external awarding bodies for audit and verification purposes.
- **Retail Order Invoices:** Financial transaction logs and commercial tax records are retained for 6 years plus the current financial year to satisfy UK HMRC tax regulations.
- **Marketing Data:** Retained until you withdraw consent or opt-out via an unsubscribe mechanism.

7. Your Statutory Rights

Under the UK GDPR, you have the following rights regarding how we handle your personal data:

- **Right of Access:** You can request copies of the personal data we hold about you.
- **Right to Rectification:** You can ask us to correct inaccurate or incomplete information.
- **Right to Erasure ('Right to be Forgotten'):** You can request that we delete your data, provided it does not conflict with legal or regulatory retention mandates (such as HMRC tax logs or Ofqual audit rules).
- **Right to Restrict Processing:** You can request that we limit how we use your data under specific terms.
- **Right to Data Portability:** You can request a digital copy of the data you provided to move to another service.
- **Right to Object:** You can object to our processing bases, including an absolute right to stop direct marketing lines immediately.

8. Cookies and Technical Tracking

Our website uses cookies to maintain retail shopping cart continuity, secure online course selections, and process payments securely. For full, detailed breakdowns of cookie types, data lifespans, and how to manage your preferences, please consult our separate Cookie Policy.

9. How to Complain

If you have any questions, worries, or complaints about how we process your personal data, please contact our team directly using the email or phone number in Section 1. If you remain unsatisfied with our response, you have the right to lodge a formal complaint with the UK's data protection regulator:

Information Commissioner's Office (ICO)
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Helpline: 0303 123 1113 | Website: <https://ico.org.uk>

10. Policy Updates

We review and update this policy periodically to align with legal modifications, operational changes, or guidelines issued by the ICO. The last updated date of this document is explicitly displayed at the footer.