

## Delegated Services Privacy Notice – Training and Events

Last Updated 17/06/24 – RB

The following privacy notice sets out the right to information for individuals or organisations that enquire about or sign up for any of our training or events.

### Our Name and Contact Details

Delegated Services CIC

Clevedon Hall Estate, Elton Road, Clevedon, BS21 7RQ

[info@delegatedservices.org](mailto:info@delegatedservices.org), Tel. 01275795827

[www.delegatedservices.org](http://www.delegatedservices.org),

### Categories of Personal Data That We Process

Delegated Services CIC processes the following personal data in relation to its mailing lists:

Personal Information – Name, School or organisation, Role/position/ interest/ Email Address/ telephone/ Manager/Director's name and email address, finance contact details, membership of any relevant organisation and feedback form response.

Enquiries – Your enquiry in full with all information supplied to us and our response and advice.

Attendance at training/events we organise. Any dietary requirements or additional needs. A photograph for name badges or publicity materials for your involvement in our training or events.

### The Purposes of Processing Your Data

Your data is processed for the purposes of responding appropriately to your enquiry and or booking and participation in an event or training, enable us to develop these services, to record recommendations for improvements, enable us to maintain appropriate insurance or effectively promote our services.

It may be used to communicate with you about any related event or training or to remind you of the expiry of your accredited training where it is a statutory or your organisational policy to have up to date relevant training.

It may be used to communicate with you about any amendments or improvements of our services, upcoming initiatives, Health and Safety warnings or noteworthy news and updates or campaign appeals that are relevant to our or your core business.

### The Lawful Basis for Processing Your Data

The lawful basis that applies to the processing of your data in this instance is consent. This is because you have given us consent to process your data for the purposes set out above by enquiring about training or an event and providing us with details for attending or attending the event.

### Who We Share Your Data With

We do not share our data with any Third Party Service Providers.

### Places That Your Data is Stored

Your data is stored on Delegated Services' google drive and portal database. Our mailing system and web, drives and cloud service provider is Google and our finance system is Xero. They do not have rights to access our data.

When you enter data on to the website, that data is accessible only by those employees of Delegated Services CIC and an ITC Consultant who need to access this information to deliver their role.

### Retention Periods for Your Personal Data

We retain your personal data for as long as it is useful for the legitimate interests of our company, it is identified as inaccurate, or you withdraw your consent to us communicating with you. When you sign up for a job/vacancy

alert, your details will be kept for **six months** after you sign up then will be automatically deleted unless you instruct us otherwise by email to: [info@delegatedservices.org](mailto:info@delegatedservices.org)

### **The Rights Available to You in Respect of the Processing of Your Personal Data**

Depending on the lawful basis, you may have the following rights in respect of the processing of your personal data by Delegated Services CIC:

- **Right to be informed** – this gives you the right to be informed about the collection and use of your personal data by Delegated Services CIC. This information is included within the DS Privacy Policy 2024.
- **Right of access** – you have the right to confirm that Delegated Services CIC is processing your personal data, as well as requesting a copy of the personal data that is held on you as a data subject.
- **Right to rectification** – this gives you the right to have your data rectified if you identify that it is inaccurate. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. We will ensure that your data is rectified **within one calendar month** unless we feel that a rectification request is manifestly unfounded or excessive, in which case, we will notify you and justify our decision.
- **Right to erasure** – this gives you the right to have your data erased or ‘the right to be forgotten’. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. We will ensure that your data is erased within one calendar month unless we feel that an erasure request is manifestly unfounded or excessive, or there is an ongoing or potentially ongoing issue, in which case, we will notify you and justify our decision. If the request includes organisational data, we would also need a request from at least two of Directors/Trustees /Governors and the most senior member of staff.
- **Right to restrict processing** – this gives you the right to have your data restricted or suppressed. This may mean that we retain your personal data but do not use it. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. We will ensure that your data is restricted within one calendar month unless we feel that a restriction request is manifestly unfounded or excessive. In this case, we will notify you and justify our decision.
- **Right to data portability** – this gives you the right to obtain and reuse your personal data for your own purposes across different services. If you request your data from us for this purpose, we will provide you only with the information you have provided to us as controller and will make it available in an electronic format.

### **The Right to Withdraw Consent**

You have the right to withdraw your consent for the processing of your personal data by Delegated Services at any time. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. You may also opt out of our marketing or special alert emails by emailing us to advise us at: [info@delegatedservices.org](mailto:info@delegatedservices.org)

### **The Right to Lodge a Complaint with the Supervisory Authority**

If you have concerns about our information rights practices, you have the right to lodge a complaint with the Information Commissioner’s Office at [Make a complaint | ICO](#)

### **Changes to This Privacy Notice**

We reserve the right to update this privacy notice at any time and we may also notify you from time to time about the processing of your personal information.