

GDPR Policy

The CPD Consultants Ltd Last updated: June 2026

1. Who We Are

The CPD Consultants Ltd (“we”, “us”, “our”) is a UK-based consultancy providing CPD accreditation services, training assessment support, and professional development solutions. For GDPR purposes, we act as the Data Controller for the personal data we collect and process.

2. Contact Details

If you have any questions about this Privacy Policy or how your data is handled, you can contact us at:

Email: thecpdconsultants@gmail.com Company: The CPD Consultants Ltd Websites: thecpdconsultants.co.uk / thecpddirectory-trop.co.uk

3. Data We Collect

A. Identity & Contact Data

- Name
- Email address
- Phone number
- Organisation / employer

B. Submitted Documents

When you upload documents via our website, we may collect:

- Coursework submissions
- Training evidence
- CPD records
- Certificates or supporting documentation

C. Technical Data

- IP address
- Browser type

- Device information
- Website usage data (cookies)

D. Assessment Data

As part of our accreditation services, we may generate:

- Feedback reports
- Scoring or evaluation outcomes
- Compliance notes

4. How We Use Your Data

We use your personal data to:

- Deliver CPD accreditation services
- Review and assess submitted coursework and evidence
- Produce feedback and compliance reports
- Communicate with you regarding your submission or account
- Improve our website and service delivery
- Meet legal and regulatory obligations

5. AI-Assisted Processing

We use AI-based tools (including OpenAI-powered systems) to support the review and assessment of submitted documents.

Key points:

- AI is used to assist and generate draft feedback only
- All final accreditation decisions are made by a human assessor
- Automated systems may be used to:
 - summarise content
 - check compliance with CPD criteria
 - suggest improvements

We do not use AI to make fully automated decisions that have legal or significant effects.

6. Legal Basis for Processing (GDPR)

We process your data under the following lawful bases:

- Contract: to provide accreditation services you request
- Legitimate interests: to ensure assessment quality and service improvement
- Consent: where you explicitly agree to data processing (e.g., uploads, communications)
- Legal obligation: for compliance and record-keeping

7. How We Store Your Data

Your data is stored securely using:

- WordPress hosting (GoDaddy or equivalent)
- Secure cloud-based systems for document processing
- Encrypted databases where applicable

We implement appropriate technical and organisational measures to protect your information.

8. Data Sharing

We may share your data with trusted third-party providers, including:

- Website hosting providers (e.g., GoDaddy)
- AI processing providers (e.g., OpenAI)
- Form and automation tools (e.g., WPForms, Zapier, Make)
- IT and system support providers

All third parties must comply with GDPR. We do not sell your personal data.

9. International Data Transfers

Some service providers may process data outside the UK or EEA. Where this occurs, we ensure appropriate safeguards, such as:

- Standard Contractual Clauses (SCCs)
- Adequacy decisions

10. Data Retention

We retain personal data only as long as necessary:

- Submitted coursework: 6-12 months after assessment
- Client records: up to 7 years
- Communication records: up to 2 years

You may request deletion at any time (see Section 12).

11. Cookies

Our website uses cookies to:

- improve user experience
- analyse website traffic
- support login and session functions

You can manage cookies through your browser settings.

12. Your Rights Under GDPR

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (“right to be forgotten”)
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time

To exercise your rights, contact us using the details above.

13. Security Measures

We take data security seriously and implement:

- SSL encryption
- Secure access controls
- Password protection
- Limited internal access
- Regular system updates

14. Automated Decision-Making

We do not make fully automated decisions with legal or significant effects. AI tools may assist with:

- feedback generation
- scoring suggestions
- compliance summaries

All final decisions are reviewed by a human assessor.

15. Changes to This Policy

We may update this Privacy Policy periodically. The latest version will always be available on our website.

16. Contact Us

If you have concerns about how your data is handled, contact:

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