



## **Be Well Learning Privacy Statement**

### **About this statement**

At Be Well Learning, we are committed to safeguarding and respecting your privacy.

This Privacy Statement provides you with the reasons that we collect personal information from individuals who book onto our courses and engage with Be Well through various ways such as telephone, email, and other forms of communication. It details how we use this information, situations where we may need to disclose this information, and the measures we take to make sure your data is kept safe.

As Be Well grows and develops, we may need to make changes to this Privacy Statement. We encourage you to regularly check this Privacy Statement to stay informed about how Be Well manages your personal data.

Any questions regarding this notice and our privacy practices should be sent by email to [support@bewelllearning.com](mailto:support@bewelllearning.com) or by writing to **Be Well Learning, Bloom Building, 3 Abbey Close, Birkenhead, CH41 5FQ**. Alternatively, you can telephone **07594 862 719**.

### **The type of personal information we collect**

Examples of personal information we collect include your name, your phone number, your email address and your home address. We'll only ever collect this with your consent, and we'll anonymise this data wherever possible.

Below is an in-depth summary of the different categories of data we may use.

**Communication Data** - This includes any messages you send us, such as through our website, email, text, or social media. We use this information to talk to you, keep records, and deal with legal matters. The reason we do this is because it helps us respond to messages, keep records, and handle legal issues.

**Customer Data** – This is information about services you receive from Be Well Learning. To do this, Be Well may collect details like your name and address. We use this data to supply our services and keep a record of the transactions. Our lawful ground for this process is to carry out a contract between us or as we take steps to enter a contract at your request.

**Sensitive Data** – This means information about your health, race, disability and more personal things. We'll only ever collect this with your consent, and we'll never share your personal sensitive data with anyone else. Anything we do share will be anonymised, so you can't be identified.

When we're legally obligated or have a contract with you that requires us to gather your personal information, it's important for you to provide that data when we ask for it. If you don't, we might not be able to carry out the agreement we have with you. This could lead to cancelling a product or service you've requested, but we'll inform you if that happens.

We only use your personal information for the specific reason we collected it. If, for any reason, we need to use it for something else, we'll let you know and explain why it's necessary and lawful.

In certain situations, allowed by law, we might process your personal data without your explicit consent or knowledge.

### **How we get personal information and why we have it**

We obtain information about you when you complete a booking/evaluation form, email, telephone or correspond with Be Well Learning. For example, when you contact us about booking a course.

We also receive personal information indirectly, for example, your employer may share your details when they are booking you onto a course with Be Well, so that we can carry out our booking process.

We use the information that you have given us so that we can:

- Place your order
- Fulfil our responsibilities under any agreements between you and us
- Ask for your thoughts or feedback on the services we offer
- Let you know when your certificate is due to expire
- Inform you about any changes to our services
- If you have consented to be added to our mailing list, you will receive mail about campaigns, events, and promotions from our affiliated companies
- Handle a job application if you're applying for a job
- Create anonymous statistical reports

### **Third Party Service Providers Working on Be Well Learning's behalf**

We may need to share your information with other companies we work with, such as payment processors, mailing services and/or associate trainers, so they can help us provide you with services (such as processing payments or sending course materials). If we do use third party service providers, we only share the personal information that is necessary to deliver the service, and an agreement is in place that requires them to keep your information secure and not use it for their own direct marketing purposes.

If you have booked onto an externally licenced course that Be Well Learning deliver, we may share details such as your name, email address and contact number with them so that you can be registered onto the course and receive your certificate.

The external provider may also collect your evaluation on behalf of Be Well Learning.

If the course is online then we will also need to provide the address where you would like your materials delivered, these may be sent to you by the external provider.

We won't give your information to other companies for their own use unless you ask us to, or we must do so by law, for example if a court orders us or to prevent fraud or other crimes.

We will not sell or rent your information to outside parties, and we will not disclose your information to third parties for marketing reasons.

Under UK General Data Protection Regulation (the law that tells us what we can and can't do with your data), we need to give a lawful basis for processing your data.

The first lawful basis under which we may collect your personal data is consent. This means that we will ask if you're happy for us to store your personal data in line with our privacy statement. The second lawful basis is a contractual obligation, which means we need your personal data to carry out services, such as training.

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us, then you can select your choices by ticking the relevant boxes on the booking form where we collect your information.

We will not contact you for marketing purposes by post, email, phone, or text message unless you have given your consent.

You have certain rights regarding your personal information under data protection laws. This includes the right to ask for access, correction, deletion, limits on use, data transfer, and to object to how your data is processed. If we're processing your data based on your consent, you can also withdraw it.

We care about keeping your information accurate. We're finding ways to make it easier for you to check and correct your details. If any of the information that we have for you is wrong or out of date, or if you want to exercise your rights, you can contact our team at:

**Email:** [nikki@bewelllearning.com](mailto:nikki@bewelllearning.com)

**Telephone:** 07594 862 719

**By letter:** Be Well Learning, Bloom Building, 3 Abbey Close, Birkenhead, CH41 5FQ

We may need to ask you for specific details to confirm it's really you and to make sure you have the right to see or change your personal information. This helps us keep your data safe and make sure we're not sharing it with someone who shouldn't have it.

We aim to respond to all valid requests within 30 days. If your request is complex or you've made several, it may take longer. If that happens, we'll let you know.

If you're under 18, we'll ask for consent from your parent or carer, but you can still contact us if you have any questions about your personal data.

We will never sell your personal data. We'll only ever share your personal data with trusted third parties if we have an information sharing agreement in place which means that they will have to comply with this privacy statement.

## **How we store your personal information**

Your data will always be stored securely. Our IT systems are password protected and only staff who need to see it can access your information. They will only process your data if they have been instructed to and they must keep it confidential. Data protection is built into our induction processes.

If there's any chance of a data breach, we have procedures in place that we will follow to manage this. We will let you know if a data breach occurred and any applicable regulator if we are legally required to do so.

Sensitive details such as credit card information are encrypted for extra protection. But non-sensitive information (such as your email) sent over the internet isn't 100% secure. While we do our best to protect your information, we can't guarantee the security of what you send us. Once we have received your information, we make our best effort to ensure its security on our systems.

We'll only keep your personal information for as long as we need to, so that we can fulfil the purposes we collected it for, including the purpose of satisfying any legal, accounting or reporting requirements.

When we decide how long to keep your data, we think about how much there is, what kind of information it is, and how sensitive it might be. We also consider the risk of someone using or sharing it without permission, the reasons we're using it, and if these can be achieved by other means and legal requirements.

For tax reasons, the law says we must keep some basic information about our customers for six years after they stop being customers.

Sometimes, we might make your personal information anonymous for research purposes. We may use this information ongoing without further notice to you.

## **Your data protection rights**

Under data protection law, you have rights around your personal data. These include:

**Your right of access** - You have the right to ask us for copies of your personal information. We will respond to your request within 30 days.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request:

**Email:** [nikki@bewelllearning.com](mailto:nikki@bewelllearning.com)

**Telephone:** 07594 862 719

**By letter:** Be Well Learning, Bloom Building, 3 Abbey Close, Birkenhead, CH41 5FQ

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at:

**Email:** [nikki@bewelllearning.com](mailto:nikki@bewelllearning.com)

**Telephone:** 07594 862 719

**By letter:** Be Well Learning, Bloom Building, 3 Abbey Close, Birkenhead, CH41 5FQ

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>