



# Privacy Statement

**React First Ltd**

*Last revision: 20th April 2017*

*Next revision: 20th April 2018*

## 1. Overview

When you request information from React First Ltd, sign up to any of their services or buy things from them, React First obtains information about you. This statement explains how React First looks after that information and what they do with it.

React First has a legal duty under the Data Protection Act to prevent your information falling into the wrong hands. They must also ensure that the data we hold is accurate, adequate, relevant and not excessive.

We do not store credit card details nor do we share customer details with any 3rd parties.

### 1.1 What information is collected

Normally the only information held comes directly from you. Information is collected from you when you complete an enquiry form or a booking form on the website or when you attend a course and complete a candidate registration form.

React First may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests

### 1.2 Record retention

As required by the Awarding Organisation, ITC First the React First P2 Record Retention Policy details the exact use of personal data, the length of time that data is stored for, who stores it and where it is stored. To request a copy of this policy please contact the Centre Manager by email using [info@reactfirst.co.uk](mailto:info@reactfirst.co.uk).

### 1.3 What this information is used for

Whenever information is collected from you it is made clear which information is required in order to provide you with the information, service or goods you need. You do not have to provide any additional information unless you choose to. Information may be gathered for any of the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, or mail.

## 2. Security

React First stores your information securely on computer systems to which access is restricted to those who have a need to know. Training staff and office staff are trained in handling the information securely.

For the purposes of administering your course, it may be necessary for your information to be passed by React First to a provider or sub-contractor.

## 3. Links to other websites

Our website contains links to other websites, once you have used these links to leave our site. React First does not have any control over these other websites. As such React First cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You must look at the privacy statement applicable to the website in question.

## 4. Controlling your personal information

React First would also like to contact you in future to tell you about other services provided. You have the right to ask React First not to contact you in this way. There will always be a clear method for you to opt out and you can also contact us directly at any time to tell us not to send you any future marketing material.

React First does not sell, distribute or lease your personal information to third parties unless we are required by law to do so. Occasionally we may use your personal information to send you promotional information about ourselves third parties which we think you may find interesting, you will always be given the opportunity to unsubscribe from mailing lists which you do not wish to be part of.

If you attend a first aid course you will be sent an email confirmation when your certificate has been posted to you and you will receive a Skills Update email every 4 months along with a certificate renewal reminder. Any email that you receive from us in this way contains the option to unsubscribe, following which you will not receive any more emails from React First.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to React First Ltd, 12 Cadogan Gardens, London, SW3 2RS. There is a charge of £10 for a copy of your data (as permitted by law). We aim to reply as promptly as we can and, in any case, within the legal maximum of 40 days.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.