



Privacy Policy for Learners and Service Users

Effective Date: 04/08/2025

Company: CC Physio Ltd T/A CC Rugby First Aid Training

1. Purpose of this Policy

At CC Rugby First Aid Training, we are committed to protecting the privacy and confidentiality of all our learners and service users. This policy outlines how we collect, use, store, and protect your personal data in line with the General Data Protection Regulation (UK GDPR), Data Protection Act 2018, and the requirements of Quallsafe Awards.

2. Who We Are

CC Rugby First Aid Training is a trading name of CC Physio Ltd, a registered training provider offering accredited first aid training courses.

Data Controller: CC Physio Ltd

Contact: cathrynclark@ccphysio.co.uk | 07811258786

3. What Data We Collect

We may collect and process the following personal data from learners and service users:

- Full name
- Date of birth
- Contact details (address, email, phone)
- Employer or club details (if course booked on your behalf)
- Emergency contact information
- Medical conditions or access needs (only where relevant to course delivery)
- Assessment results and certification details
- Feedback or evaluation responses
- Identity documents (where required for regulated courses)

4. How We Use Your Data

We use your personal data to:

- Register you for courses
- Deliver training and assessments
- Issue certification (e.g. via Qualsafe Awards)
- Comply with regulatory and awarding body requirements
- Communicate with you about your booking, results, or course logistics
- Manage learner safety, accessibility, and welfare
- Respond to queries, feedback, or complaints
- Maintain accurate training records

5. Lawful Basis for Processing

We process your data under the following legal bases:

- Contract: To fulfil our contract with you or your employer/club
- Legal obligation: To meet the requirements of Qualsafe Awards and other regulators
- Legitimate interests: To improve our services and ensure safety during training
- Consent: For any health/disability information you choose to provide (you can withdraw consent at any time)

6. Sharing Your Data

We will only share your personal data when necessary and with:

- Qualsafe Awards – for registration, assessment, and certification
- Employers/clubs – if your course is booked on your behalf (limited data only)
- Regulatory bodies – if required for audit or compliance purposes
- Emergency services – in the event of a health or safety incident

We do not sell or share your data with any third parties for marketing purposes.

7. How Long We Keep Your Data

- Learner data and course records are kept in line with Qualsafe Awards' retention requirements (typically minimum 3 years).
- Financial records are retained for 6 years as required by HMRC.
- After retention periods expire, data is securely deleted or destroyed.

8. Your Data Rights

You have the right to:

- Access a copy of your data
- Correct inaccurate or incomplete data
- Request data deletion (where lawful to do so)
- Object to or restrict processing
- Withdraw consent (for optional data only)

- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise your rights, contact: cathrynclark@ccphysio.co.uk

9. Data Storage and Security

- Data is stored securely using password-protected systems and encrypted files
- Paper records are stored in locked storage and securely shredded when no longer needed
- Only authorised personnel can access learner data
- Staff are trained in data protection principles

10. Changes to this Policy

This policy may be reviewed and updated from time to time. You will be informed of any significant changes.

11. Contact Us

If you have any questions or concerns about this policy or your personal data, please contact:

Cathryn Clark, Director and Data Protection Lead

 cathrynclark@ccphysio.co.uk

 07811258786