



Privacy Policy for AER+ Training Limited

Last updated: 08/12/2025

1. Introduction

AER+ Training Limited is committed to protecting the privacy and security of your personal data. This Privacy Policy explains how we collect, use, store, and protect personal information in compliance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable laws.

2. Data We Collect

We may collect and process the following personal data:

- Name and contact details (address, email, phone number)
- Course attendance records
- Payment information (where applicable)
- Emergency contact details (if required for training purposes)
- Signed agreements and consent forms

We only collect data necessary for delivering our training services and meeting regulatory requirements.

3. How We Use Your Data

We use personal data for the following purposes:

- To deliver first aid training courses and issue certificates
- To maintain compliance with the First Aid Industry Body (FAIB)
- To manage bookings, payments, and customer service
- To keep records of agreements and attendance for legal and regulatory purposes
- To communicate with you about training, renewals, or updates

AER+ Training Limited

The Innovation Centre, Nesfield Road, Knowledge Gateway, Colchester, Essex, United Kingdom, CO4 3ZL

Registered in England and Wales: 16836702

Contact: info@aerplustraining.co.uk



4. Legal Basis for Processing

We process personal data under the following lawful bases:

- **Contractual necessity:** To provide training services and issue certificates
- **Legal obligation:** To comply with FAIB, insurance, and record-keeping requirements
- **Legitimate interests:** To improve our services and maintain business records
- **Consent:** For optional marketing communications

5. Data Retention

- Signed agreements and training records are retained for **six years** after the end of the contract (in line with the Limitation Act 1980).
- Certificates and attendance records are retained for the period required by FAIB.
- Marketing data is retained until you withdraw consent.

After these periods, data is securely deleted or anonymised.

6. Data Sharing

We do not sell personal data. We may share data with:

- FAIB or other accrediting bodies (for compliance and certification)
- Insurers (for liability purposes)
- Service providers (e.g., IT hosting, email systems) under GDPR-compliant contracts

7. Your Rights

Under UK GDPR, you have the following rights:

- Right to access your data
- Right to rectification of inaccurate data
- Right to erasure (“right to be forgotten”)

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- Right to restrict processing
- Right to data portability
- Right to object to processing
- Right to withdraw consent (for marketing)

Requests can be made by contacting us at info@aerplustraining.co.uk.

8. Data Security

We implement appropriate technical and organisational measures to protect personal data, including:

- Encrypted digital storage
- Password-protected systems
- Restricted access to authorised personnel only
- Secure disposal of paper records

9. Marketing

We may send you information about training courses, renewals, or offers if you have consented. You can opt out at any time by contacting us or using the unsubscribe link in emails.

10. Contact Us

If you have questions about this Privacy Policy or wish to exercise your rights, please contact:

AER+ Training Limited The Innovation Centre, Nesfield Road, Knowledge Gateway, Colchester, Essex, United Kingdom, CO4 3ZL Email: info@aerplustraining.co.uk.

If you are not satisfied with our response, you have the right to lodge a complaint with the **Information Commissioner's Office (ICO)** at www.ico.org.uk.

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