

### **Who we are**

We are Best Practice Training. A training and development company who work primarily on a business to business level. We offer a variety of accredited and non-accredited qualifications.

### **Why we are contacting you**

We will contact you throughout the booking process, to ensure clarification and confirmation of bookings, timings and payment. We will contact you after a course to arrange certificate postage. We will contact you regarding renewals and updates of existing qualifications. (First Aid courses are recommended on an annual refresher, all other courses have a renewal of 3 years)

### **The data that we hold**

Included in the data are your name and business email address. The GDPR classes your name as personal data. The email address, if it includes your name, is also classed as personal data. We store contact details on invoice records, which we legally have to keep for 7 years. We store participant's names for 3 years, which is the duration of the qualification. After this time we will email the business contact regarding renewing the qualification.

### **What do we do with the data**

We will use the data to contact you regarding renewals of your qualifications and also to carry out direct B2B email marketing. The lawful basis we use for this processing is "Legitimate Interest" for "direct marketing". This is covered in the GDPR. The Information Commissioner's Office (ICO) recommend that companies using this basis conduct a "Legitimate Interests Assessment" (LIA), and we have done this.

### **Where does the data come from**

Your data was shared with us directly or through management. For example names of participants on courses may come from management / office staff who have arranged the training. This will be held on our secure database and certificates will be held on our systems until the qualification has expired, and we have attempted to contact you regarding a renewal.

### **Your right to object**

You have the right to object to the processing of your personal data that we carry out. Please email [officemanager@bestpracticetraininguk.co.uk](mailto:officemanager@bestpracticetraininguk.co.uk) and state which data you would like removing.

We are the Data Controller in respect of this use of your data. You may ask for the data specific to your records by emailing [officemanager@bestpracticetraininguk.co.uk](mailto:officemanager@bestpracticetraininguk.co.uk)

### **About us**

**Company Name:** DDH Services Ltd. Trading as - Best Practice Training UK

**Postal address:** 21 Burnley Road, Mytholmroyd, Halifax, West Yorkshire, HX7 5LN

**Data Protection Registration Number:** A8382728.