

What we do with your information

Who we are

Deafinate Training is an approved training body with CACDP Ltd (a registered charity, a company limited by guarantee and trades as **Signature**, the awarding body of British Sign Language qualifications)

This is a summary of what we do with your data in order to run our business and provide our customers with our services and products. We aim to be clear when we collect your data and not do anything with it that you wouldn't reasonably expect. Developing a better understanding of our customers and those that support us allows us to use the data that we gather to make better decisions about how we do things

This privacy policy helps us to share with you how we use your data and how you can hold us to account for that

What information we collect

We collect and process a variety of personal information such as name, contact information and date of birth. Most of the information we collect will have been provided by you or created through use of our services. We collect this information from you through our websites and from other services such as training courses. We keep a record of communications with you electronically or otherwise

How do we use your data?

We (as a group) use your information mainly to provide you with products and services, to understand our customer needs and improve the products and services we offer, and for the day to day running of Deafinate Training. We also use it to comply with the laws and regulations that apply to us and to protect our business, our customers and employees

Your rights

Unless you ask us not to, we will tell you about products and services we offer and about opportunities to support us. Occasionally, this may include information about partner organisations. We keep your data for the minimum period required by law or our regulators. This is usually no longer than seven years. After this time, where appropriate, we will destroy/delete your data unless the relationship is still ongoing. You have a number of legal rights with regard to your data. These include the right to request a copy of the data held by us, to request that mistakes and inaccuracies are corrected and to request that we stop processing some or all of your personal data for some or all reasons. If you ask us to stop using your data for marketing purposes, we may still contact you for reasons relating to a product or service you have signed up to. If your request requires all data to be removed, this could result in an end to the relationship and services provided by us. If you would like more information on these rights or on how to do any of the above, please contact our Data Protection Team as detailed below. We hope any issue can be resolved by contacting us but if not, you have the right to complain to the Information Commissioner's Office

How we ensure the safety of your data

Your data will be held on Deafinate Training's systems. Where possible we do not keep more than one record for each customer. All of your data is held securely, with strict access controlled in the UK. We may need to disclose your details if required to the police, regulatory bodies, specialist advisors or legal advisors. Sensitive information is deleted when no longer needed and access is restricted to those who need to use it. Sharing information We will not share any of your information with any other third parties without your agreement unless required in order to fulfil our contract with you, required by our regulators or allowed by law