

General Data Protection Regulation (GDPR) Policy

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Purpose of the Policy

This policy clearly defines our use of personal data and our philosophy regarding safeguarding of the data. All of TJL's policies, practices and procedures are administered equally and in accordance with all applicable laws.

Purpose of the data we collect

TJL Solutions only collect data that is necessary for our business. We deliver Safety and lifeguard courses and therefore need certain personal details to enable our users to apply to, participate in the courses and also receive their certifications when relevant.

Our courses are regulated by the RLSS and this body requires that we retain details for five years for verification and audit purposes.

Data collection methods

- Internet applicants are required to register and login through a secure https internet connection. These details are securely held on our database systems.
- The governing bodies of our courses have enrolment forms which have to be completed and verified at the start of the course.
- On completion of the course, the tutor uploads all results to Tahdah. The participants register for their own Tahdah account and can download their own certification.
- The tutors and examiners of the courses have other paperwork and records to keep regarding progress on the course. These records only hold the name of the candidate and are stored after use with the enrolment form and copy of the certification application record.
- On occasion, officers of the governing bodies inspect random paperwork to ensure procedures are correctly carried out regarding health and safety issues.
- All paperwork is retained, securely by us for five years and then destroyed.

The Data we Collect

- Name and address: We need to know who are participating on our courses, the names are verified from photo ID at commencement of our courses. The verified name will be used on certification from the governing body.
- Date of Birth: All of our courses contain a first aid element and for maturity and responsibility issues, there is a minimum age for tuition, also verified at commencement of the course.
- Email Address: We use this for correspondence. We also use this as a username when logging on to internet systems.
- Login Password: When using our internet application procedures, we require a username and password system. In accordance with current security advice, we do not store the password directly, but store an encrypted version so only the user ever knows their actual password.
- Telephone number: We ask for a telephone number to aid in our correspondence with our course participants.

Safeguarding Data

- We are committed to protecting our users.
- We treat our client's data with the same respect we would expect others to extend to us. Other than the essential personnel detailed above, we do not share user data with anyone else. We do not share email addresses, names, addresses, mobile numbers or any other data with anyone else.

Contacting RLSS UK Qualifications

RLSS UK Qualifications will only review the original appeal and your dissatisfaction with how it was handled.

Further consideration of your appeal will only be made if the review considers the complaint was not handled according to our procedures or failed to consider critical evidence.

Any decisions made at this stage will be signed off by the RLSS UK Compliance Team.

RLSS UK Qualifications will require evidence that you have firstly gone through our appeals process.

RLSS UK Qualifications Contact	
Email	compliance@rlss.org.uk
Telephone	0300 323 0096
Address	Royal Life Saving Society Red Hill House 227 London Road Worcester WR5 2JG