



GDPR PRIVACY POLICY

Updated 30 October 2022

This privacy policy sets out how KaOM Limited uses and protects any information that you provide to us when you use this website www.kaom.co.uk

We hold personal data about our clients, suppliers and other individuals for a variety of business purposes.

We are committed to ensuring that your privacy is protected. We will only collect, use, process and store your information when there is appropriate reason to do so in line with applicable law and your rights.

Who we are:

KaOM Ltd is a UK registered company (Reg. 07714817). Our Registered office address is: Office 20-22 Wenlock Road, LONDON. N1 7GU We offer training services to the health and social care sectors.

The information we collect:

We may collect the following information:

- full name (for students and those booking courses or contacting us on behalf of the students)
- name of your agency / employment company
- contact information including email address and phone numbers
- demographic information such as postcode and your, or your employers' address
- training record, payment history and membership status (individual, group or corporate)

How we collect your information:

There are several ways that we may collect your information including:

- When you contact us via the telephone phone, text us on Whats-up, fill in a contact form on our website, or on Facebook messenger on your Facebook page.
- When you fill in our questionnaires such as the Training Needs Analysis, Health Questionnaire and forms such as our contact form and Feedback forms.
- During face to face conversations.

How we use your information:

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- To help us to identify you when you contact us.
- To maintain our own accounts and records
- We send regular updates using the email address which you have provided.
- Invoicing purposes
- To send you relevant information about certain training courses
- Printing and issuing your certificates

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about our services or third parties which we think you may find interesting if you tell us that you wish this to happen.

Data Security:

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

We store your information for a maximum period of 4 years. After that we discard your records securely. Paper form records are shredded as confidential waste. Electronic records are deleted entirely from all our servers.

Cookies:

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site.

We may use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to your needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites:

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.

You should exercise caution and look at the privacy statement applicable to the website in question.

Your rights:

You have rights with regards to how we handle you personal information, according to GDPR. For more information about your rights please visit the GDPR website <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

The UK GDPR provides the following rights for individuals:

1. The right to be informed.

You have the right to be informed about the collection and use of their personal data. This is a key transparency requirement under the UK GDPR.

2. The right of access

You have the right to access and receive a copy of their personal data, and other supplementary information. This is commonly referred to as a subject access request or 'SAR'. You can make SARs verbally or in writing, including via social media.

In most circumstances, we will not charge a fee to deal with a request. We will respond to your request without delay and within one month of receipt of the request, however we may extend the time limit by a further two months if the request is complex or if we receive a number of requests from yourself. If you would like a copy of the information held on you please write to:

KaOM Ltd, Reg. Office 20-22 Wenlock Road, LONDON,
N1 7GU

3. The right to rectification

The UK GDPR includes a right for you to have inaccurate personal data rectified(corrected) or completed if it is incomplete.

4. The right to erasure

The UK GDPR introduces a right for you to have your personal data erased. The right to erasure is also known as 'the right to be forgotten'.

The right is not absolute and only applies in certain circumstances.

Individuals can make a request for erasure verbally or in writing.

5. The right to restrict processing

You may choose to restrict the collection or use of your personal information in the following ways:

- if you have previously agreed to us using your personal information for any other purposes, you may change your mind at any time by writing to or emailing us via the Contact button on the website.

6. The right to data portability

You have the right to obtain and reuse your personal data for your own purposes across different services. You may wish to copy or transfer personal data from one IT environment to another in a safe and secure way, without affecting its usability.

7. The right to object

You have the right to object to the processing of your personal data in certain circumstances. You have an absolute right to stop your data being used for direct marketing. You can make an objection verbally or in writing.

Our contact details

Phone number

07856751100

Email

reuben@kaom.co.uk

Website

www.kaom.co.uk