

PRIVACY POLICY

Our objective is to make your relationship with Willow Wren Training as pleasurable as possible. In order to process your booking, we have to collect personal information about you and/or any delegates included in your booking.

What personal information do we collect?

1. When you contact us with a query we will record your personal details such as name, telephone number and email address in order for us to answer your query.
2. Personal details that are required to register the booking of yourself and the other delegates listed on the booking such as names, address, date of birth and any special needs relevant to the training.
3. The types of course(s) you are booking and the dates of the course(s).
4. Next of kin information purely for the purpose of emergency contact on the day(s) of your training.
5. Any medical information that may affect the training that you are undertaking.
6. Payment information such as credit/debit card details.
7. Answer papers for training courses that require completion of a written test such as VHF SRC and CEVNI tests.

Where do we keep the information?

1. Query information may be kept in a notebook but only long enough for the details to be transferred to a secure computer or telephone. The notebook pages will be shredded.
2. We keep the personal information and booking details on a secure, encrypted, cloud-based server accessed by restricted access, password protected computers.
3. Payment information is not kept by the Company. It is entered direct to our payment service provider's internet-based system.
4. Personal information taken on the day(s) of the training, such as next of kin contact details, will only be kept for that period then shredded securely.
5. Any hand-written information such as test papers will be scanned and stored on the secure server as soon as possible after the course.

What do we do with the information?

1. We will use the information to administer your booking and to contact you on matters related to your booking.
2. We will not use the information to send you any marketing information unless you expressly request it and we will not pass the information to any third party except as detailed below.
3. Where appropriate, we will use the information to register your certificate details with the RYA and MCA to enable the supply of replacement certificates.
4. On successful completion of an RYA or MCA course where the certificate does not need to be registered with the RYA or MCA, (e.g. Diesel Engine Maintenance and First Aid), your name, certificate number and date of issue will be stored for up to 10 years by us. This information allows us to verify or replace your certificate if required.
5. On successful completion of a VHF SRC course, your name, photo, certificate number and date of issue will be shared with the RYA for the purpose of issuing your Short Range Certificate. The information will also be shared with the RYA for the purpose of registering interactive VHF courses. Your test answer papers will be kept for scrutiny by the RYA for a period of up to five years.