

Our Commitment to Privacy

This privacy statement explains AvaDerma LTD (referred to as “we”, “us”) collects information from you via their social media accounts or in any manner expressly described in the privacy statement and how this information is used.

When you provide us with your personal data you consent to us processing all such personal data as set out in the privacy statement.

Please read this privacy statement carefully and revisit this page from time to time to review any changes that we may have made. If you have any questions, comments or concerns about how we handle your personal information, please ring us on 07545674965 or email us info@avaderma.co.uk

This statement provides a summary of the full Privacy Policy. Both the statement and the full Privacy Policy apply to information collected by AvaDerma LTD via AvaDerma LTD’s social media accounts and in any manner described in the Privacy Statement.

Protecting your personal information

Your personal data is protected by General Data Protection Regulations (GDPR).

You can find the details for the UK Information Commissioner at <https://ico.org.uk/>

As a registered data controller, we are required to take appropriate technical measures to protect your personal information including making a regular backup of our system and data.

We have security measures in place to make sure any personal information we collect is secure.

Personal Information

- We collect personal data about you when you enroll as a learner.
- At enrolment, we may ask you for sensitive personal data and for your consent to use it for a specific purpose.
- If you do not wish to provide this information, you may select the Not Known/Not Provided or Prefer not to say option.
- We share some of your personal data with the Awarding Organisation.
- When you access your course materials we collect information about how you use those materials.

Purposes and Disclosures

We use your personal information to deal with your queries, to provide you with the services you request, customer feedback and for general statistics and research.

Depending on the preferences indicated by you:

- we may use your personal data to contact you about developments and offers.

- AvaDerma LTD may disclose your personal data to your sponsor, if you are being sponsored by your employer or by a trade organisation or other group.
- we may disclose your information to certain government agencies in connection with the funding of your course.

Following registration and enrolment, all of our approved service providers will have access to your name, date of birth, address, username, learner reference number and details of which AvaDerma LTD courses you have enrolled on in the past.

You can request that:

- your details not be used for marketing purposes;
- we provide you with a copy of the information we hold about you (we may charge you a small fee);
- we correct inaccuracies in your information.

The information we collect during registration or enrolment

When you register with us, you (or the person registering for you) must tell us:

- your full name
- email address
- your date of birth (security question)
- in which region of the UK you are based
- where you heard about us.

We also ask for your company name but you do not have to provide this information if you do not wish to.

Following registration we may request additional personal data from you in order to further support your learning. You do not have to provide this information, but if you do not, you may not get the most out of your learning.

The information we collect when you access course materials. We collect information about how you use course materials to monitor your learning and improve our users' learning experience.

You may also provide personal data through:

- calls to our mobile;
- letters and e-mails;
- customer feedback forms.

How we use the information we collect

We use your personal information:

- to answer your queries or complaints;
- to deliver our online services, for example any courses that you have access to
- to provide Course Materials;
- to carry out administration
- to seek your opinion of the courses

- for general statistics and research;
- for obtaining any relevant professional advice;
- as may be required by law or in connection with legal proceedings (including where we intend to take legal proceedings), or as may be necessary to establish, exercise or defend our legal rights.

Requests for information

If you have not registered with AvaDerma LTD but are simply making an enquiry or request for information, we will use your personal information to reply to your enquiry or request. We will not use this information for marketing purposes without your permission or unless you invite us to do so.

Keeping your personal data

We keep personal data;

- for as long as is necessary to fulfil the purposes we collected it for;
- as required by law; or
- to enforce or defend legal claims.

Sometimes we will keep information that you have deleted, for example messages sent by you to your tutor, as a record of your learning experience. We will keep this information for a reasonable time.

Your rights

You have the right to:-

Ask for a copy of all the information we hold about you (we will charge you a small fee for this) and to correct any inaccuracies.

To obtain a copy of this information, please ring us 07545674965 or email us at info@avaderma.co.uk to challenge the accuracy of data held about you.

You can amend your details please ring us 07545674965 or email us to request a change.

Take steps to prevent your personal data being processed if the processing is likely to cause you substantial damage or substantial distress which is unjustified.

If you want to exercise this right you must put your objection in writing by emailing us, specifying why the processing has this effect and state what you require to do to avoid causing damage or distress.

How to contact us

To obtain a copy of your personal data, to correct inaccuracies or if you have any queries or concerns about how we handle your personal data, please contact;

37-39 market street,
Westhoughton,
Bolton,
BL53AG
07545674965
info@avaderma.co.uk



This policy has been approved & authorised by:

Name: Rachel Fearnley

Position: Owner

Date: 25.10.2023

Review of Policy: 24.10.2024