



## Privacy Notice for Training participants

### PRIVACY NOTICE

#### 1. How your information will be used

Riase provides Welfare Benefits and Debt training to organisations and individuals.

Riase must process personal data (including sensitive personal data) so that it can provide these services – in doing so, Riase acts as a data controller. You may give your personal details to Riase directly, when booking or enquiring about our training on the phone, by email form or via our website, or our Central Booking System (BookWhen) or we may be provided them by your employer who have commissioned us to provide the training.

Riase must have a legal basis for processing your personal data. For the purposes of providing you with our advice training, we will only use your personal data in accordance with the terms of the following statement.

#### 2. Collection and use of personal data

##### a. Purpose of processing and legal basis

Riase will collect your personal data (which will usually include your name, email address, phone number, home/work address). We may sometimes ask for additional information if you have any special requirements that our trainer or company need to be aware of. We will process your personal data for the purposes of providing you with Our Training Services. The legal bases we rely upon to offer these services to you are:

- Consent
- Legitimate interest
- Legal obligation
- Contractual obligation

##### b. Legitimate interest

Where the Company has relied on a legitimate interest to process your personal data our legitimate interests are as follows:

- To provide Training Services

### c. Recipient/s of data

The Company will not process your data with any third party although you will be providing your data to our Central Booking System (BookWhen) when completing the booking for training.

## 3. Data retention

We will keep your data for a period of 6 months following the delivery date of the course. If you sign up to our training newsletter we will keep your email address until you unsubscribe to the newsletter. You can unsubscribe at any time by email us at [admin@benefitsadviceteam.org.uk](mailto:admin@benefitsadviceteam.org.uk)

## 4. Your rights

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data. These are:

- The right to be informed about the personal data Raise processes on you;
- The right of access to the personal data Raise processes on you;
- The right to rectification of your personal data;
- The right to erasure of your personal data in certain circumstances;
- The right to restrict processing of your personal data;
- The right to object to the processing of your personal data that was based on a public or legitimate interest;
- The right not to be subjected to automated decision making and profiling; and
- The right to withdraw consent at any time

You have the right to request the deletion of your details at any time by contacting Raise by email on [admin@benefitsadviceteam.co.uk](mailto:admin@benefitsadviceteam.co.uk)

## Identity and contact details of controller and data protection officer

17. RAISE is the controller [and processor] of data for the purposes of the DPA 18 and GDPR.

18. If you have any concerns as to how your data is processed you can contact:

Emma Cook, Chief Officer at [ecook@raiseadvice.org.uk](mailto:ecook@raiseadvice.org.uk)

**Linda Daley** at [ldaley@benefitsadviceteam.co.uk](mailto:ldaley@benefitsadviceteam.co.uk) or you can write to these individuals using the address of:

Raise,  
286 Scotland Road,  
Liverpool,  
L5 5AE