

Privacy Notice – Clients (Individuals)

1 Introduction

The lawful and proper treatment of personal information by Aurora Health Physics Services Ltd (Aurora) is extremely important to the success of our business and in order to maintain the confidence of our service users and employees.

This Privacy Notice has been prepared to facilitate compliance with the requirements of the General Data Protection Regulation (GDPR).

This Privacy Notice relates to the personal information that is collected and held where Aurora provides services to individuals, for example individuals registering on training courses using our online payment system. A separate Privacy Notice applies where Aurora provides services under contract with a company or consortium.

Prior to any personal data being collected, Aurora will positively confirm that the individual providing the data is aware of and has agreed to the terms indicated in the relevant Privacy Notice.

2 Company information

Aurora is an independent UK company providing a comprehensive range of ionising and non-ionising radiation protection services including facility design, consultancy, facility decommissioning and demolition, bespoke and scheduled training, health physics monitoring support and land remediation.

Aurora is registered with the Information Commissioner's Office (ICO), our Registration Number is A8317057.

3 Why we collect the information

Aurora needs to collect personal information to allow us to process requests for, deliver and send invoices for services requested by individuals.

4 What personal information we collect

We collect the following information for individuals registering and paying for our training courses on-line:

- Full name
- Contact address
- Email and telephone contact details
- Credit card or other payment details

We may also need to collect additional information to deliver the services you ask us to provide.

We will only collect, process or hold any personal information where this is necessary to provide the services or support you have requested.

5 Who information will be shared with

We will only share your information with others where this is necessary to satisfy our contractual obligations. For example, if you have personally paid for a training course, we may share your name and training information with your employer.

We will always ask you before providing information to another party for the first time, unless we are required by law to share the information, e.g. under The Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017.

We will not share any information that is subject to a non-disclosure agreement without obtaining written permission from you.

6 How the information will be used

Your information will be used to provide the services and support you have requested.

We may also use your information to send you information regarding additional services and support that you may require. For example, if you have attended a training course, we may send you information regarding refresher courses when you are due to refresh your training (see below).

Some information may be used to assess performance against Company policies and targets, e.g. relating to the performance of our website. Where information is used for this purpose, the data will be anonymised.

7 Transfer of information overseas

We will not transfer your personal information unless you ask us to.

8 How long we keep the information

The Ionising Radiations Regulations 2017 require individuals to receive refresher training at regular intervals. As a result, if you have attended an ionising radiation training course, we will keep your information for six years. This will allow us to provide you with information regarding relevant refresher training courses.

Exposure to ionising radiation can cause health effects many years in the future. It is important, therefore, that Aurora keeps sufficient details to enable accurate reporting of the exposure of its employees, and others to whom advice regarding those exposures was provided, for a significant length of time. As a result, where the information relates to ionising radiation, we will keep the records that relate to the services we provided for fifty years.

The health effects from some forms of non-ionising radiation are not well understood. As a result, where the information relates to work involving non-ionising radiation, we will keep the records that relate to the services we provided for fifty years.

9 Individuals rights with regard to the information we hold

The GDPR includes the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing of the data
- The right to data portability
- The right to object
- The right not to be subject to automated decision-making including profiling

Aurora has a number of procedures which ensure that individuals rights are upheld and any requests are actioned in a timely manner.

10 How individuals can access the information we hold

If you would like to know what personal information we hold for you, please contact Aurora's HR Director (see section 12). We will endeavour to action your request within 5 working days.

11 Withdrawing consent to hold personal information

If you would like us to delete any of the personal information we hold for you, please contact Aurora's HR Director (see section 12). We will endeavour to action your request within 5 working days.

If you have provided consent for the processing of your data, you have the right (in certain circumstances) to withdraw that consent at any time. Please note, withdrawing consent will not affect the lawfulness of the processing before your consent was withdrawn. If you would like to withdraw consent with regard to the personal information we hold for you, please contact Aurora's HR Director (see section 12). We will endeavour to action your request within 5 working days.

12 Who to contact with any data protection queries

If you have any queries with regard to this Privacy Notice or would like any further information regarding the personal data we hold (or would like to hold) for you, please contact Aurora's HR Director:

Name: Jill Reay email: jill.reay@aurorahp.co.uk mobile: 07970 478813

If you believe that we have not complied with the requirements of the GDPR with regard to your personal data, please contact the Information Commissioners' Office directly using the details on their website <https://ico.org.uk/concerns/>