

ITC First

**P12
Automated E-mail Reminder Policy 2018
[1]**

May 2018

ITC First

Trading name for
ITC First Aid Ltd
Registered in England
Company Number 5750596
VAT Number 928 7798 51

Postal Address

ITC First
Victoria Building
Victoria Street
Northgate
Hartlepool
TS24 0LB

Telephone 0345 370 7610 (local rate from anywhere in UK)

Ask for

ITC Awards Manager for all queries regarding ITC operations.

E-mail mail@itcfirst.org.uk

Website www.itcfirst.org.uk

Website Access

For all policy statements and downloadable documents,

Upload to:

RITS	QR	SR	ITC Public	ITC Server
		✓		✓

Automated Email Reminders

1. Removal from the email list

- 1.1 ITC provides a reminder service to candidates and training providers. We contact these individual by the email address provided during the candidate or training provider registration process.
- 1.2 Reminders are provided to assist learners and ensure that individuals are aware of qualification 'license to practice' qualifications. ITC First deem this as *legitimate interests* under the terms of the General Data Protection Regulation (EU) 2016/679 (**GDPR**).
- 1.3 Learners may wish to opt-out of these emails. To be removed from ITC email lists please use the following link to contact ITC, add a brief note and we will **remove your email address** from our mailing.
- 1.4 Link:

mail@itcfirst.org.uk

2. List and purpose of automated email service

2.1 Candidate requalification reminders

These are sent to candidates who have entered their details on ITC candidate registration documents on the following basis.

- a) Annual Basic Skill Refresher (BSR) reminders every year for 2 years after candidate certification.
- b) All first aid certificate reminders 3 years from candidate certification.

2.2 Candidate evaluation requests from the ITC Office

- a) Evaluation forms are automatically sent to each candidate when certificates are produced. This 'second email confirms authenticity of original evaluation and gives an opportunity for considered reflection from the candidate.