

**ITC First**

**P12  
Automated E-mail Reminder Policy [1.2]**

**February 2020**

## ITC First

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

### Postal Address

ITC First  
The White House  
4 Church Square  
Hartlepool  
TS24 7EQ

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

### Ask for

ITC Chief Executive Officer for all queries regarding ITC operations.

**E-mail**              [mail@itcfirst.org.uk](mailto:mail@itcfirst.org.uk)

**Website**            [www.itcfirst.org.uk](http://www.itcfirst.org.uk)

### Website Access

For all policy statements and downloadable documents,

Upload to:

Ofqual Portal	SQA Accreditation SharePoint	ITC WebOffice Support Resources	ITC Public Website	ITC Server
x	x	✓	✓	✓

## Automated Email Reminders

### 1. Removal from the email list

- 1.1 ITC provides a reminder service to learners and Centres/Assessors. We contact these individuals by the email address provided during the learner or Centre registration process.
- 1.2 Reminders are provided to assist learners. ITC First deem this as *legitimate interests* under the terms of the General Data Protection Regulation (EU) 2016/679 (**GDPR**). Assessors of First Aid must hold a current First Aid at Work qualification and hence the reminder serves to enable them to remain compliant with national standards.
- 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](mailto:mail@itcfirst.org.uk)

### 2. List and purpose of automated email service

#### 2.1 Learner requalification reminders

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

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

#### 2.2 Learner evaluation requests from the ITC Office

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