



**Terms, Conditions, Privacy and Legal Notices**

**Version 1 April 2025**

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**NOTE:**

Tom Partridge is referred to as "TP", "me", "my", "he" or "I" in these Privacy and Legal Notices.





## **Terms and Conditions of Services Provided**

### Payment Terms:

- Course, Event and Contracted Work must be paid for in full on or before the date of delivery.
- Those who have set up to pay by invoice must pay the invoice total within 30 days. There will be a 3% charge on the total amount due each 7 days after the 30 days has passed.
- Payment can be made by Card or Bank Transfer
- Places are confirmed on full payment

### Cancellation by Tom Partridge:

- If the course is cancelled by Tom Partridge a full refund will be offered
- Alternative dates may be offered

### Cancellation by Participant/Booking Organisation:

- If the place/booking is cancelled 28 days or more than the start date then either alternative dates will be offered (if available) or a full refund can be provided
- Cancellation 14-27 days before the date and the participant/booking organisation may offer a place on a course with alternative dates (where possible) or offered a 50% refund
- Cancellation 13-7 days before the date and the participant/booking organisation may offer a place on a course with alternative dates (where possible) or offered a 25% refund
- Cancellation 6 days or less will result in the place being forfeited
- The cost of any certification, candidate manuals, candidate credits etc. are NON REFUNDABLE once booked. However, they can be transferred to another provider / date if applicable. Please check with Tom Partridge before booking if you are unsure.

### Joining Instructions:

- Joining instructions will be provided at least 7 days prior to the course start date
- Venues and details may change in accordance with training and safety requirements (e.g. weather, conditions, objectives of training)





## Privacy

### About:

Tom Partridge is a registered sole trader providing services which include: Training, Technical Advice, Coaching, Instruction and Guiding.

### Important Information:

This Privacy Notice aims to give you information on how I collect and process your personal data and is intended to ensure that your personal information is dealt with in accordance with the General Data Protection Regulation (GDPR). This notice includes any data you may provide through my website, over the telephone, when you visit, or otherwise interact with me.

This privacy notice covers:

- how I use your data
- what personal data I collect
- how I ensure your privacy is maintained
- your legal rights relating to your personal data.

### How we use your data:

General:

TP uses your personal data:

- to provide goods and services to you;
- with your agreement, to contact you electronically about promotional offers and products or services which I think may interest you;
- for market research purposes - to better understand your needs;
- to enable TP to manage customer service interactions with you; and
- where I have a legal right or duty to use or disclose your information (for example in relation to an investigation by a public authority or in a legal dispute)

Promotional communications:

You have the right to opt out of receiving promotional communications from Tom Partridge at any time, by [info@tom-partridge.co.uk](mailto:info@tom-partridge.co.uk)

Sharing data with third parties:

TP will not disclose your personal data to any third party, except as an essential part of being able to provide my services to you, for example:

- with carefully selected partners where I have your consent to do so
- governmental bodies, regulators, law enforcement agencies, courts/tribunals and insurers where I am required to do so
- to comply with my legal obligations or exercise my legal rights (for example in court cases)
- for the prevention, detection, investigation of crime or prosecution of offender
- for the protection of other customers





What personal data I collect:

Information that you give to me:

TP may collect the following information about you:

- your name, age/date of birth and gender
- your contact details: postal addresses, telephone numbers (including mobile numbers) and e-mail address
- purchases and orders made by you
- when you make a purchase or place an order with me, your payment card details
- your communication and marketing preferences
- your correspondence and communications with TP
- Information regarding your health and readiness to exercise

Information that I collect automatically:

I may use cookies to monitor and analyse visits to my website and to collect information about your activity. If you prefer, you can remove or reject browser cookies through the settings on your browser or device. However, rejecting or removing cookies could affect the availability and functionality of my services.

Sensitive personal data:

Data protection law recognises that certain categories of personal information are more sensitive than others. I do not usually collect this type of information, unless there is a clear reason for doing so, such as to ensure clients safety and wellbeing whilst receiving services.

How we protect your data:

TP is committed to keeping your personal data safe and secure. This includes using a range of IT security measures, access controls, and internal policies setting out my data protection approach. I will notify you and any applicable regulator of a suspected data security breach where I am legally required to do so.

How long i keep your data:

Your personal data will only be kept for as long as necessary in accordance with insurance requirements and any regulatory frameworks for training and awarding bodies.





Your rights under GDPR:

In addition to providing a legal basis for processing data, the GDPR provides the following rights for individuals:

- **The right to be informed** - TP will provide concise, transparent, intelligible and easily accessible information about the processing of personal data to individuals using this Privacy Notice.
- **The right of access** - Where requested, TP will provide individuals with access to their personal data held. This will be processed as a Subject Access Request, and TP will provide a copy of the information free of charge (unless a request is clearly excessive or unfounded), within one month of the request.
- **The right to rectification** - TP is committed to rectifying personal data if inaccurate and will respond to a request for rectification within one month of receiving the request.
- **The right to erasure** - TP will consider individual requests for deletion or removal of personal data where there is no compelling reason for its continued processing, in line with the conditions set out in the regulation. TP will inform relevant third parties of erasure of personal data; unless it is impossible, or involves disproportionate effort to do so.
- **The right to restrict processing** -TP will ensure that data processing is restricted in any of the following circumstances:
  - Where an individual contests the accuracy of personal data until the accuracy is verified
  - Where an individual has objected to the processing
  - When processing is unlawful
  - If data processing is restricted, TP will notify any relevant third parties.
- **The right to data portability** - TP will comply with individual requests to allow an individual to obtain and reuse their personal data for their own purposes across different services.
- **The right to object** - TP will comply with an individual's right to object to processing of their personal data based on legitimate interests (to 'opt out') or the performance of a task in the public interest/exercise of official authority. TP will inform individuals of their right to object using this Privacy Notice.

Rights in relation to automated decision making and profiling:

TP will adhere to GDPR requirements which specify that automated decision making or automated processing of personal data (without any human involvement), including profiling, can only be carried out where this type of decision making is necessary for a legal contract or based on the individual's consent.

Further Guidance:

Further advice and information is available from the Information Commissioner's Office:

[www.ico.org.uk](http://www.ico.org.uk)

Telephone: +44 (0)303 123 1113





## **Informed Consent**

Any participant / candidate booking a service will be expected to complete a course booking form prior to commencing any services provided by TP. It is essential that information provided is true and accurate and that any changes or variation in the information must be provided by the client to TP. This form captures essential information including personal details, medical information, acknowledgement of risk and use of information for media and marketing purposes. By completing this form you are informed of the risks associated with the services being provided and are providing confirmation of your informed consent.

## **Risk Management**

### Competence

TP holds the relevant qualifications, experience and competencies to provide the services offered. These can be viewed [here](#)

### Risk Management

All services and associated activities have been risk assessed. Copies of which can be provided on request.

### Accidents and Incidents

TP holds records of accidents and incidents that have occurred during services provided. Clients can report or record any accidents or incidents that have occurred during services provided by TP by email: [info@tom-partridge.co.uk](mailto:info@tom-partridge.co.uk)  
A formal report will follow with the client to gather full information and record the accident or incident report.

## **Insurance**

Tom Partridge holds 3rd Party Liability Insurance and Professional Indemnity Cover to £10million

The certificate can be viewed [here](#)

## **Safeguarding**

Tom Partridge holds a current DBS and is on the DBS Update Service. In addition, Tom Partridge has attended safeguarding training up to the level of Designated Safeguarding Lead.

The certificate and evidence can be viewed [here](#)





## Complaints

### Your rights:

Should you wish to make a complaint about Tom Partridge and/or services received you should do so in writing and email to: [info@tom-partridge.co.uk](mailto:info@tom-partridge.co.uk)

Any complaints or issues raised regarding the provision of training under and awarding body can also be directed to the relevant organisation.

If your complaint is not dealt with in a satisfactory way then you can make contact with Trading Standards Wales on 03454 040506 (English) or 03454 040505 (Cymraeg).

Alternatively you can find further information here:

<https://www.tradingstandardswales.org.uk/help/consumeradvice.cfm>

## Change Notice

### Version history:

Document created: 01.04.2025

Change Tracker		
Section	Date of Change	Summary of Change and/or Update

