

Gaia School of Natural Health Ltd Privacy Notice

This notice was last reviewed: June 2026

Compliant with UK GDPR, Data Protection Act 2018, and Data (Use and Access) Act 2025

The UK GDPR (as retained and amended by the Data Protection Act 2018 and the Data (Use and Access) Act 2025) gives legal protection to your personal information. This notice explains what personal information we hold about you, why we hold it, how we use it, and your rights in relation to your data.

Organisation Details

Registered Office: 15 Grange Crescent, Childer Thornton, Ellesmere Port, CH66 5NA

Telephone: 07932 063576

Email: admin@gaiaschool.org.uk

What Information Do We Collect?

We collect personal information when you enquire about, enrol on, attend, or complete one of our training courses, events, assessments or qualifications, or when you contact us for support or provide feedback.

The information we may collect includes:

- Name and contact details
- Address(es)
- Date of birth and other identification details where required for qualification registration or assessment
- Course enrolment and attendance records
- Assessment results and qualification records, including copies of certificates or evidence submitted for assessment
- Records of communication with you, including enquiries, compliments and complaints
- Transaction and payment records (excluding card or bank account details)
- Feedback, surveys and course evaluation information
- Photographs and videos taken in class with permission for assessment purposes, and for use on GSNH website/social media.

Website usage information may also be collected through cookies to improve your experience on our website.

How and Why We Use Your Information

We process your personal information in order to:

- Provide training, assessments and related learner support
- Register learners with awarding organisations and administer qualifications
- Verify identity where required for assessment and certification purposes
- Maintain accurate training and achievement records
- Issue, replace or verify certificates and qualifications
- Manage enquiries, complaints and quality assurance processes
- Meet legal and regulatory obligations
- Prevent fraud and maintain the security of our systems

Our lawful bases for processing your information under UK GDPR include:

- **Performance of a contract** – where processing is necessary to provide the training or services you have requested.
- **Legal obligation** – where we are required to process or retain information to comply with legal or regulatory requirements.
- **Legitimate interests** – where processing is necessary for the effective administration, improvement and protection of our training services, provided those interests do not override your rights and freedoms. As we may hold special category data (i.e. health related information) about you and your practice clients, the Additional Condition under which we hold and use this information is for us to fulfil our roles as complementary therapy tutors bound under our requirements to the membership, accrediting and awarding bodies, and insurance companies.

We will never sell your personal information.

Where we wish to send you marketing communications about future courses or services, you may unsubscribe at any time by using the unsubscribe link provided or by contacting us directly.

Who Do We Share Your Information With?

We only share your personal information where necessary and appropriate.

This may include:

- **Awarding organisations** – where required to register you for a qualification, arrange assessments, verify your identity, record your achievement, investigate appeals or malpractice, and issue certificates.

- **External assessors, moderators or quality assurance personnel** – where required to maintain assessment standards and comply with qualification requirements.
- **Third-party service providers (“data processors”)** who support our business operations, such as providers of email services, online learning platforms, document storage, administration systems and payment processing.

All third parties who process information on our behalf are required to handle your data securely, use it only for the agreed purposes, and comply with UK data protection law.

A current list of our data processors is available upon request by contacting admin@gaiaschool.org.uk

Where information is transferred outside the UK, we ensure that appropriate safeguards are in place, such as UK adequacy regulations or approved contractual safeguards.

Third party links

Our web site may contain links to other web sites and those third-party web sites may collect personal information about you. We are not responsible for the privacy practices of other businesses or the content of web sites that are linked to our web site. GaiaSchool.org.uk encourages users to be aware when they leave the site and to read the privacy statements of each and every web site that collects personally identifiable information.

Payments

We do not store or hold credit card, debit card or bank account details at any time. However, we securely retain transaction receipts and accounting records, which do not contain full payment card details, for financial administration, audit purposes and to resolve any payment disputes.

How Long We Keep Your Information

We keep your personal information only for as long as necessary for the purposes described in this notice or as required by law.

Retention periods may include:

- **Training, assessment and qualification records:** retained for as long as necessary to verify qualifications and comply with awarding organisation or legal requirements.
- **Financial records and transaction receipts:** retained for the period required by tax and accounting legislation.
- **Complaint records:** retained for an appropriate period following closure of the complaint, taking account of legal, regulatory and safeguarding requirements.
- **General enquiries where no training takes place:** retained only for as long as necessary to respond to the enquiry and manage follow-up communication.

Where we are informed of an active legal matter, investigation or regulatory requirement, we may retain relevant records for longer where permitted or required by law.

Your Data Protection Rights

Under UK GDPR, you have the following rights:

Right	What it means
Right to be informed	To know how your information is collected and used (this notice).
Right of access	To request a copy of the personal information we hold about you.
Right to rectification	To ask us to correct inaccurate or incomplete information.
Right to erasure	To request deletion of your information where there is no lawful reason for us to continue holding it.
Right to restrict processing	To ask us to limit how we use your personal information in certain circumstances.
Right to data portability	In certain circumstances, to receive your information in a portable electronic format.
Right to object	To object to certain types of processing, including some uses based on legitimate interests.
Rights relating to automated decision-making	Not to be subject to decisions made solely by automated means that have a significant effect on you without human involvement.

Further information about your rights is available from the Information Commissioner's Office (ICO).

How to Make a Data Protection Complaint

Step 1 — Contact Us First

If you believe we have not handled your personal information in accordance with UK GDPR or the Data (Use and Access) Act 2025, please contact us first.

Email: admin@gaiaschool.org.uk

Post: 15 Grange Crescent, Childer Thornton, Ellesmere Port, CH66 5NA

We will investigate your concerns and aim to provide a response without undue delay and within applicable legal timescales.

Step 2 — Contact the Information Commissioner’s Office (ICO)

If you are dissatisfied with our response, you have the right to make a complaint to the ICO, the UK’s independent data protection authority.

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

Post: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

You may contact the ICO at any time, although we encourage you to raise your concerns with us first so that we have the opportunity to resolve them.

Changes to This Privacy Notice

We keep this privacy notice under regular review and may update it from time to time. The latest version will always be available on our website. We reserve the right to amend this notice where necessary to reflect changes in legislation, guidance or our services.