



PRIVACY, DATA PROTECTION AND COOKIE POLICIES

FEMCO Services Ltd

Website-ready policy pack

Effective date	7 September 2026
Review date	September 2027
Email	info@femcohealthcareservicesltd.com
Telephone	01206 266945

This pack contains:

Privacy Policy
Data Protection Policy
Cookie Policy



PRIVACY POLICY

Organisation	FEMCO Services Ltd
Effective date	7 September 2026
Review date	September 2027

1. Introduction

FEMCO Services Ltd ("FEMCO", "we", "our" or "us") is committed to protecting the privacy, confidentiality and security of the personal information we collect and process.

This Privacy Policy explains how we collect, use, store, share and protect personal information relating to visitors to our website, learners, prospective learners, employees, job applicants, clients, employers, trainers, assessors, contractors and other individuals who interact with us.

We process personal information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Data (Use and Access) Act 2025 and the Privacy and Electronic Communications Regulations 2003, as amended.

FEMCO Services Ltd is the data controller for personal information where we determine how and why that information is processed.

2. Information We May Collect

Website and enquiry information

- Name
- Email address
- Telephone number
- Information submitted through our contact or enquiry forms
- Information contained in correspondence with us
- IP address
- Browser and device information
- Website usage information
- Cookie information

Learner and training information

Depending on the course or qualification, we may collect:

- Full name
- Address
- Date of birth
- Telephone number
- Email address
- Emergency contact information
- Learner registration numbers
- Identification documents where required
- Previous qualifications and educational history
- Employment details
- Course enrolment information
- Attendance information
- Assessment records



- Portfolio and workbook evidence
- Assessor and IQA feedback
- Examination information
- Qualification achievement and certification records
- Funding or employer sponsorship information
- Reasonable adjustment or additional support information where required

Recruitment information

- CV
- Employment history
- Qualifications
- References
- Contact details
- Right-to-work information
- Interview records
- Professional registrations
- Training records
- DBS-related information where lawful and necessary
- Information relating to reasonable adjustments

Payment and financial information

- Billing details
- Payment records
- Invoice information
- Employer or funding organisation details
- Transaction records

Payment card information may be processed through an authorised payment provider rather than being retained directly by FEMCO.

Special category information

In limited circumstances, we may need to process more sensitive personal information, for example health or disability information required to provide reasonable adjustments, accessibility support or appropriate learner support.

We will only process such information where we have a valid lawful basis and an appropriate condition under UK data protection legislation.

3. How We Collect Personal Information

- directly from you
- when you complete a website enquiry
- when you register for a course or qualification
- when you book training or an examination
- when you apply for employment
- when you telephone, email or communicate with us
- from your employer or training sponsor
- from awarding organisations
- from funding organisations
- from referral organisations
- through our website and permitted cookies
- from authorised third-party platforms that provide services to us



Where personal information is obtained from another organisation, we will handle it in accordance with applicable data protection law.

4. Why We Use Your Information

- responding to enquiries
- registering learners
- providing education and training
- delivering mandatory and vocational training
- delivering qualifications and assessments
- arranging examinations
- verifying identity
- recording attendance and learner progress
- assessing learner work
- carrying out internal quality assurance
- registering learners with awarding organisations
- claiming qualifications and certificates
- providing learner support
- administering reasonable adjustments
- communicating with learners and employers
- processing payments and invoices
- maintaining financial and business records
- recruitment and employment administration
- protecting the security of our website and systems
- meeting safeguarding responsibilities where applicable
- dealing with complaints and appeals
- preventing fraud or misuse
- complying with awarding organisation requirements
- complying with legal and regulatory obligations
- improving our services

5. Our Lawful Bases

Contract

We may process personal information when it is necessary to provide a course, qualification, assessment or other service you have requested or to take steps before entering into a contract.

Legal obligation

We may process information where this is necessary to meet legal, regulatory, taxation, accounting, safeguarding or other statutory responsibilities.

Legitimate interests

We may process information where this is necessary for our legitimate business and educational interests, provided those interests do not override your rights and freedoms. Examples may include managing our services, communicating with customers and learners, maintaining security, preventing fraud, improving our services, managing business relationships and maintaining appropriate records.

Consent

We may rely on your consent for certain activities, such as some forms of marketing communication and certain non-essential cookies. Where processing is based on consent, you can withdraw your consent at any time.



Vital interests

In exceptional circumstances, we may process personal information where necessary to protect someone's life.

6. Sharing Personal Information

We do not sell personal information.

Where necessary and lawful, information may be shared with organisations including:

- awarding organisations and qualification bodies
- NCFE and CACHE where relevant to the qualification being undertaken
- Trinity College London where applicable to relevant services
- employers or organisations sponsoring a learner
- education or training funding organisations
- assessors, internal quality assurers and authorised training personnel
- examination and assessment providers
- professional advisers
- accountants and auditors
- IT, website, cloud-storage and email service providers
- form and application service providers
- payment providers
- regulatory or inspection bodies
- government departments
- law-enforcement agencies where legally required
- other organisations where disclosure is required by law

Only the information reasonably necessary for the relevant purpose will be shared. Where another organisation processes information on our behalf, we seek to ensure that appropriate contractual and security safeguards are in place.

7. Third-Party Forms and Websites

Our website may contain links to websites or forms operated by third parties. For example, some recruitment or application functions may be provided through external form platforms.

When you leave FEMCO's website and use a third-party website, that organisation may process personal information in accordance with its own privacy and cookie policies. We encourage users to read the privacy information provided by the relevant third-party provider.

8. International Transfers

Some technology or service providers may store or process information outside the United Kingdom. Where personal information is transferred internationally, FEMCO will take reasonable steps to ensure that an appropriate lawful transfer mechanism and safeguards are in place as required by UK data protection legislation. This may include reliance on UK adequacy regulations or approved contractual safeguards.

9. How Long We Keep Personal Information

We will not retain personal information for longer than necessary. Retention periods vary depending on:

- the purpose for which the information was collected
- awarding organisation requirements
- funding requirements
- examination requirements
- contractual requirements
- safeguarding obligations



- taxation and accounting requirements
- regulatory requirements
- applicable limitation periods

Learner and qualification records may need to be retained for periods specified by the relevant awarding organisation, regulator, funder or contractual arrangement. Financial and accounting information will normally be retained for the period required by UK taxation and company law.

Routine website enquiries will be deleted when they are no longer required for the purpose for which they were received, subject to any legitimate business or legal requirement to retain them. FEMCO maintains appropriate retention and disposal arrangements and securely destroys or deletes information once it is no longer required.

10. How We Protect Your Information

FEMCO takes reasonable technical and organisational steps to protect personal information. These measures may include:

- password-protected systems
- restricted staff access
- role-based permissions
- secure physical storage
- secure electronic storage
- locked cabinets where paper records are retained
- antivirus and security measures
- secure disposal of confidential documents
- staff confidentiality requirements
- staff data protection awareness and training
- secure backups where appropriate
- procedures for managing personal data breaches

Staff, assessors and other authorised persons should only access personal information where they have a legitimate reason to do so.

11. Your Data Protection Rights

Depending on the circumstances and lawful basis used, you may have rights including:

- the right to be informed about how your information is used
- the right to access personal information we hold about you
- the right to request correction of inaccurate information
- the right to request deletion of information in certain circumstances
- the right to request restriction of processing
- the right to object to certain processing
- the right to data portability in applicable circumstances
- rights relating to certain automated decision-making
- the right to withdraw consent where consent is the lawful basis

Not every right applies in every situation. To exercise a data protection right, please contact FEMCO using the details below. We may ask for reasonable evidence of identity before releasing personal information.

FEMCO Services Ltd

Unit 21, Weston Business Centre
Hawkins Road
Colchester
CO2 8JX

Email: info@femcohealthcareservicesltd.com



Telephone: 01206 266945

12. Data Protection Complaints

If you have a concern or complaint about the way FEMCO has collected or used your personal information, please contact us in the first instance. Complaints can be submitted electronically by emailing info@femcohealthcareservicesltd.com and stating "Data Protection Complaint" in the subject line.

We will acknowledge a data protection complaint within 30 days and will investigate and respond without undue delay in accordance with applicable data protection legislation.

If you remain dissatisfied, you have the right to raise your concerns with the UK's data protection regulator:

FEMCO Services Ltd

Unit 21, Weston Business Centre
Hawkins Road
Colchester
CO2 8JX
Email: info@femcohealthcareservicesltd.com
Telephone: 01206 266945

Information Commissioner's Office (ICO)

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: www.ico.org.uk

13. Marketing

We may send information about FEMCO courses or services where we have an appropriate lawful basis to do so. Where consent is required, we will obtain it. You can ask us to stop sending direct marketing communications at any time.

14. Cookies

Our website uses cookies and similar technologies where appropriate. Further information is contained in our separate Cookie Policy. Where consent is required for non-essential cookies, they will not be activated until the appropriate choice has been made.

15. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes to our services, technology, legal requirements or regulatory guidance. The latest version will be published on our website with the date of the most recent update.

Policy approved by: FEMCO Services Ltd

Effective date: 7 September 2026

Review date: September 2027, or earlier following a significant legal, regulatory or operational change.



DATA PROTECTION POLICY

Organisation	FEMCO Services Ltd
Effective date	7 September 2026
Review date	September 2027

1. Policy Statement

FEMCO Services Ltd is committed to protecting the privacy, confidentiality, integrity and security of all personal information entrusted to the organisation.

FEMCO recognises that learners, employees, applicants, clients, employers, assessors, trainers and other individuals have rights concerning their personal information.

We will process personal information fairly, lawfully, transparently and securely in accordance with applicable UK data protection legislation.

2. Legislation

This policy takes account of applicable legislation and regulatory requirements, including:

- the UK General Data Protection Regulation
- the Data Protection Act 2018
- the Data (Use and Access) Act 2025
- the Privacy and Electronic Communications Regulations 2003, as amended
- other applicable legal, awarding organisation and regulatory requirements

3. Scope

This policy applies to:

- directors
- employees
- trainers
- tutors
- assessors
- internal quality assurers
- administrators
- contractors
- consultants
- temporary staff
- volunteers where applicable
- any other person authorised to process personal information on behalf of FEMCO

It applies to personal information held electronically, on paper, in emails, learning platforms, databases, cloud-storage systems, mobile devices and any other format.

4. Data Protection Principles

Lawfulness, fairness and transparency

Personal information will be processed lawfully, fairly and transparently. Individuals will be provided with appropriate privacy information explaining how their information is used.



Purpose limitation

Personal information will be collected for specified, explicit and legitimate purposes and will not be used for incompatible purposes without an appropriate legal justification.

Data minimisation

FEMCO will collect only information that is adequate, relevant and reasonably necessary for the intended purpose.

Accuracy

Reasonable steps will be taken to ensure personal information is accurate and, where necessary, kept up to date.

Storage limitation

Personal information will not be kept for longer than required.

Integrity and confidentiality

Appropriate technical and organisational measures will be used to protect information from unauthorised access, accidental loss, destruction, alteration or disclosure.

Accountability

FEMCO accepts responsibility for complying with data protection requirements and for being able to demonstrate appropriate compliance.

5. Responsibilities

The management of FEMCO Services Ltd has overall responsibility for ensuring appropriate data protection arrangements are in place. The organisation will appoint an appropriate person to act as the Data Protection Contact.

All staff and authorised individuals are responsible for:

- maintaining confidentiality
- complying with this policy
- using personal information only for authorised purposes
- keeping passwords secure
- protecting paper and electronic records
- reporting suspected personal data breaches
- keeping records accurate
- completing appropriate data protection training
- seeking advice where they are unsure about the correct handling of personal information

6. Learner Information

FEMCO may hold information required to provide training, qualifications and assessment services. This may include:

- learner contact details
- identification details
- enrolment records
- attendance
- assessment evidence
- assignments
- portfolios
- assessor feedback
- IQA records
- examination records
- reasonable adjustment information



- achievement records
- certification information

Learner information must only be accessed by people who have a legitimate educational, quality-assurance, administrative, contractual or regulatory reason to access it.

7. Awarding Organisations

Where FEMCO delivers regulated qualifications or other recognised programmes, learner information may need to be shared with the relevant awarding or assessment organisation.

This may include organisations such as NCFE/CACHE and, where relevant to the service being delivered, other approved examination or assessment organisations. Information must only be shared where necessary and through authorised systems or secure methods.

8. Special Category and Criminal Offence Information

FEMCO may occasionally need to process special category personal data, for example information concerning health or disability where necessary to provide support or reasonable adjustments.

Criminal offence information may only be processed where there is a lawful basis and legal authority to do so. Such information will receive additional protection and access will be restricted to authorised persons.

9. Lawful Basis

Before processing personal information, FEMCO will identify an appropriate lawful basis. Depending on the processing activity, this may include:

- contract
- legal obligation
- legitimate interests
- consent
- vital interests
- another lawful basis provided by data protection legislation

Where special category information is processed, FEMCO will also identify an appropriate additional condition. Consent will not be used where another lawful basis is more appropriate.

10. Privacy Information

Individuals must be informed clearly about how their personal information will be used. Privacy information may be provided through:

- the FEMCO website
- learner registration documents
- application forms
- enrolment forms
- employment documents
- recruitment forms
- course booking arrangements
- website forms
- other appropriate notices

Privacy information will be reviewed regularly and updated where FEMCO changes the way information is processed.



11. Information Security

Personal information must be protected against unauthorised or unlawful processing and against accidental loss, destruction or damage. FEMCO will use proportionate measures which may include:

- passwords
- access controls
- secure cloud or computer systems
- antivirus and security protection
- encrypted or otherwise secure transmission where appropriate
- locked filing cabinets
- secure office storage
- confidentiality agreements
- appropriate backups
- controlled disposal
- staff training
- regular reviews of access permissions

Personal information should not be left unattended where it can be viewed by unauthorised individuals.

12. Email and Electronic Communication

Staff must exercise care when sending personal information electronically. Before sending confidential information, staff should:

- check the recipient address
- ensure the recipient is authorised to receive the information
- avoid sending unnecessary personal information
- use secure methods where appropriate
- report any email sent to an incorrect recipient as a potential personal data breach immediately

13. Paper Records

Paper records containing personal information must:

- be stored securely
- be accessible only to authorised individuals
- not be left unattended in public areas
- be transported securely where necessary
- be destroyed securely when no longer required

Confidential documents must not be placed in ordinary waste where personal information remains readable.

14. Data Retention

FEMCO will maintain appropriate retention arrangements. Information will be retained according to:

- legal requirements
- awarding organisation requirements
- assessment and examination requirements
- funding requirements
- contractual requirements
- financial and taxation requirements
- legitimate operational requirements

At the end of the relevant retention period, records will be securely deleted, destroyed or anonymised unless there is a lawful reason to retain them for longer.



15. Individual Rights

FEMCO will respect individuals' data protection rights. Requests may include:

- access to personal information
- correction
- erasure
- restriction
- objection
- portability
- withdrawal of consent

Requests should be sent to info@femcohealthcareservicesltd.com. Requests will be dealt with within the applicable statutory period. Identity verification may be required before personal information is disclosed.

16. Data Protection Complaints

FEMCO will provide individuals with a clear way to make a complaint about the handling of their personal information. A complaint may be submitted by email to info@femcohealthcareservicesltd.com with the subject line "Data Protection Complaint".

FEMCO will:

1. acknowledge the complaint within 30 days
2. investigate the matter appropriately
3. maintain a record of the complaint and investigation
4. respond without undue delay
5. explain the outcome
6. tell the complainant about their right to raise the matter with the Information Commissioner's Office where appropriate

17. Personal Data Breaches

A personal data breach may include:

- information being sent to the wrong person
- lost paperwork
- loss or theft of a computer or device
- unauthorised access to records
- disclosure of information to an unauthorised person
- hacking or malware
- accidental deletion or destruction
- loss of availability of important personal information

All staff must immediately report an actual or suspected personal data breach to FEMCO management or the Data Protection Contact.

FEMCO will investigate the incident, take steps to contain it, assess possible consequences, keep an appropriate breach record, take corrective action and determine whether notification to the Information Commissioner's Office or affected individuals is required.

Where a report to the ICO is required, it will be made without undue delay and, where feasible, within 72 hours of becoming aware of the breach.

18. Data Protection by Design and Default

FEMCO will consider data protection when introducing:



- new systems
- new websites
- online learning platforms
- learner-management systems
- examination systems
- new forms
- new technology
- new suppliers
- new methods of collecting or using personal information

Where proposed processing is likely to create a high risk to individuals, a Data Protection Impact Assessment will be considered and undertaken where required.

19. Third-Party Providers

Before appointing an organisation to process personal information on FEMCO's behalf, reasonable checks will be undertaken to ensure the provider offers appropriate protection. Where required, written data-processing terms will be put in place. Only information reasonably necessary for the contracted service should be provided.

20. International Transfers

Personal information will not be transferred outside the UK unless the transfer complies with applicable UK data protection requirements and appropriate safeguards are in place.

21. Cookies and Online Tracking

FEMCO's website will provide clear information about cookies and similar technologies. Where consent is legally required for a cookie or similar technology, it will not be activated before appropriate consent has been obtained. Website visitors will be given a straightforward method for managing applicable cookie preferences. Further information is provided in FEMCO's Cookie Policy.

22. Marketing

Electronic marketing will only be carried out where there is an appropriate lawful basis and in accordance with applicable privacy and electronic communications requirements. Individuals will be provided with an appropriate means of objecting to or opting out of direct marketing.

23. Training and Awareness

Relevant employees and personnel will receive appropriate data protection awareness or training. Training may cover:

- confidentiality
- secure record keeping
- individual rights
- data breaches
- phishing and cyber security
- correct use of email
- secure disposal
- responsibilities under this policy

24. Non-Compliance

Failure to comply with this policy may place individuals' personal information at risk, breach FEMCO procedures, breach contractual or awarding organisation requirements, and potentially breach data protection legislation. Serious or deliberate breaches by staff may result in appropriate disciplinary or contractual action.



25. Policy Monitoring and Review

This policy will be reviewed at least annually and sooner where necessary following changes in legislation, changes in ICO guidance, awarding organisation requirements, significant changes to FEMCO's systems or processing activities, or a serious data protection incident.

Approved by: FEMCO Services Ltd

Effective date: 7 September 2026

Next scheduled review: September 2027



COOKIE POLICY

Organisation	FEMCO Services Ltd
Effective date	7 September 2026
Review date	September 2027

1. About This Cookie Policy

This Cookie Policy explains how FEMCO Services Ltd ("FEMCO", "we", "our" or "us") uses cookies and similar technologies on our website. It should be read together with our Privacy Policy.

We are committed to providing clear information about technologies used on our website and giving visitors appropriate control over non-essential cookies.

2. What Is a Cookie?

A cookie is a small text file or piece of information that a website may place on a computer, tablet, mobile phone or other device when a person visits a website.

Cookies may be used for purposes such as:

- enabling essential website functions
- maintaining website security
- remembering preferences
- understanding how visitors use a website
- improving website performance
- supporting third-party website functions

Some cookies are deleted when the browser is closed, while others may remain on the device for a specified period.

3. Types of Cookies

Strictly Necessary Cookies

These cookies are required for the website to operate correctly or to provide a service specifically requested by the visitor. They may be used for website security, network management, maintaining website functionality, remembering privacy or cookie choices and preventing misuse. Where an exemption under applicable law applies, these cookies may not require consent.

Functional Cookies

Functional cookies help provide additional website functions or remember choices made by visitors. Depending on the particular cookie and applicable legal requirements, consent will be obtained where required.

Analytics and Performance Cookies

These cookies help us understand how people use the website. They may provide information such as pages visited, how visitors reached the website, approximate visit duration, errors encountered and general website usage patterns. Where consent is required, analytics and performance cookies will not be activated until the visitor has made the appropriate choice.

Marketing or Advertising Cookies

If FEMCO uses advertising, remarketing or similar technologies, relevant cookies may be used to understand the effectiveness of advertising or provide relevant marketing. Where consent is required, marketing cookies will remain disabled unless the visitor chooses to accept them.



4. Third-Party Services

Our website may contain content, links, application forms or services operated by third parties. For example, some application or recruitment functions may redirect visitors to external form providers.

When you follow a link to a third-party website, that provider may set its own cookies or use similar technologies. Those cookies are controlled by the third-party organisation and are subject to its own cookie and privacy policies.

5. Cookie Consent

When you first visit our website, you may be presented with a cookie banner or preference centre. Where consent is legally required, you will be able to make a choice before the relevant cookies are activated.

Accept All

Allows optional cookie categories for which consent has been requested.

Reject Non-Essential

Keeps optional cookies requiring consent disabled.

Manage Preferences

Allows you to choose which optional categories you wish to enable.

Rejecting optional cookies should not prevent you from accessing the basic functions of the FEMCO website.

6. Current Cookie List

The current list of cookies in use on the FEMCO website, including their cookie name, provider, purpose, category and duration or expiry period, should be displayed within the website's Cookie Settings or cookie preference panel.

The website's cookie-management system should be regularly scanned and updated so that the list accurately reflects the technologies actually being used.

FEMCO does not intentionally activate optional cookies requiring consent until the appropriate choice has been made.

7. Changing Your Cookie Preferences

You can change your cookie preferences at any time by selecting "Cookie Settings" from the footer of our website. You may also be able to delete or block cookies through your web browser.

Browser settings vary, so please refer to the help or privacy settings within your browser. Please note that blocking strictly necessary cookies through your browser may affect the operation of some parts of the website.

8. Cookies and Personal Information

Some cookies may involve the processing of information that constitutes personal data. Where this occurs, that information will be handled in accordance with our Privacy Policy and applicable UK data protection legislation.

9. Changes to Our Cookie Policy

We may update this Cookie Policy from time to time, including where the cookies used by our website change, we introduce a new website service, our third-party providers change, legislation changes or regulatory guidance changes. The date at the top of this policy will show when it was last updated.

10. Contact Us

If you have questions about this Cookie Policy or how FEMCO uses personal information, please contact:



FEMCO Services Ltd

Unit 21, Weston Business Centre

Hawkins Road

Colchester

CO2 8JX

Email: info@femcohealthcareservicesltd.com

Telephone: 01206 266945

You can also contact the Information Commissioner's Office for independent information about privacy and data protection:

Information Commissioner's Office (ICO)

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk

Policy approved by: FEMCO Services Ltd

Effective date: 7 September 2026

Review date: September 2027



WEBSITE IMPLEMENTATION CHECKLIST

Organisation	FEMCO Services Ltd
Effective date	7 September 2026
Review date	When website changes

Use this checklist when adding the policies to the FEMCO website.

- Create separate website pages titled Privacy Policy, Data Protection Policy and Cookie Policy.
- Place the FEMCO logo at the top of each policy page.
- Add footer links on every website page: Privacy Policy | Data Protection Policy | Cookie Policy | Cookie Settings.
- Configure a cookie consent banner with Accept All, Reject Non-Essential and Manage Preferences options.
- Ensure non-essential cookies are blocked until the visitor gives the required consent.
- Add a privacy notice under contact, course enquiry, learner registration and recruitment forms, with a link to the Privacy Policy.
- Keep the cookie list in the consent manager updated to show the actual cookies, providers, purposes and expiry periods used by the website.
- Review these policies at least annually and whenever the website, suppliers or data-processing activities change.

Suggested website footer

© 2026 FEMCO Services Ltd | [Privacy Policy](#) | [Data Protection Policy](#) | [Cookie Policy](#) | [Cookie Settings](#)

Suggested form notice

By submitting this form, you acknowledge that FEMCO Services Ltd will process your personal information in accordance with our Privacy Policy.