



At Digital 121 we are committed to protecting your personal information and ensuring its confidentiality. This Data Privacy Policy outlines how we collect, use, and safeguard your personal data when you contact us via the website, email, text messaging (including WhatsApp) or phone call.

## 1. Collection and Storage of Personal Information

When you contact us to enquire about digital support, we may collect and store the following personal information:

- Your name
- Contact details (email address, phone number)
- Any other information provided

All personal information collected will be stored in a digital file, which will be password protected to ensure its security.

## 2. Access to Your Personal Information

Access to your personal information will be limited to those associated directly with Digital 121.

These authorised individuals will use your personal information solely for the purposes outlined in this policy.

## 3. Use of Personal Information

Your personal information will be used for the following purposes:

- Contacting you to confirm appointments or arranging future appointments.
- Maintaining records related to your training programme –
- Keeping secure note of passwords used
- Acting as authorisation for newly created email/gmail accounts for 2 step authentications
- Safety Records for the purpose of safeguarding our team.

## 4. Data Retention

We will retain your personal information for a period of up to six (6) months after your contract with Digital 121 concludes. This retention is for record-keeping only.

## 5. Your Rights

You have the right to request access to and review the personal information we have collected about you at any time. If you wish to exercise this right or have any concerns about the handling of your data, please contact us using the contact information provided below.

## 6. Contact Information

If you have any questions, concerns, or requests related to your personal information or this Data Privacy Policy, please request this in writing via email [hello@digital121.co.uk](mailto:hello@digital121.co.uk)

By submitting your enquiry, you acknowledge that you have read and understood this Data Privacy Policy and consent to the collection, use, and retention of your personal information in accordance with the terms outlined herein.