Privacy Policy

EDS Training Ltd | Last updated: 22 November 2026

1. Who we are

EDS Training Ltd (registered as EDS Training Limited, company number 11101583) provides professional training through the website www.sleeptrainingforprofessionals.co.uk. EDS Training Ltd is the controller of the personal information described in this policy. We handle personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the applicable amendments made by the Data (Use and Access) Act 2025.

2. What information we collect

Depending on your enquiry, course and participation, we may collect:

- Your name, postal address, telephone number, email address and professional occupation or background.
- For Level 6 students, your date of birth for registration and certification purposes.
- Where relevant to training and assessment: pronouns, course enrolment details, assessment results, progress reports, and information concerning feedback, compliments or complaints.
- Where you choose to disclose it and it is needed to make appropriate arrangements: information about disabilities or special educational needs. This may include health information, which receives additional protection under data protection law.

Not all of these categories are collected for every student. We generally collect information directly from you, including through enquiries, application forms, course activity and communications.

3. Why we use the information

- Answering enquiries and supplying details about courses you have requested.
- Enrolling students, delivering training, managing learning and communicating course updates.
- Managing assessments, student progress, accreditation, awards and certificates.
- Providing appropriate learning support or reasonable adjustments where applicable.
- Responding to feedback and complaints, maintaining appropriate records and meeting legal duties.
- Sending news about other courses or training opportunities where permitted by marketing law.

4. Our lawful bases

We rely on the lawful basis appropriate to the activity: **contract** or steps taken before a contract for enrolment and course delivery; **legitimate interests** for appropriate administration, responding to enquiries and dealing with issues, where balanced against your rights; **legal obligation** where we must meet statutory duties; and **consent** for marketing where required. For information about disabilities or health, where collected, we will also identify and apply an appropriate additional condition for processing special-category data and relevant safeguards. We will provide further information where appropriate.

5. Course information and marketing

We contact you about courses you have asked about or enrolled on. We only send separate promotional messages about future or other courses where allowed by data protection and electronic marketing rules. Where we rely on consent, you can withdraw it at any time. You can opt out of marketing by contacting us at courses@sleeptrainingforprofessionals.co.uk.

6. Who we share information with

We do not sell personal information. Where necessary for the services described above, we may share relevant information with:

- **OCN London (Open College Network London)**, including for Level 6 course registration, assessment and certification.
- **CPD Standards Office**, where relevant to professional development accreditation or verification.
- **Teachable**, the virtual learning environment used to provide access to course material and learning activity.
- Cloud-based IT and storage providers acting on our behalf, and printers where you request printed materials.
- Regulators, public authorities or other organisations where we have a legal obligation to share information.

Only information reasonably necessary for the relevant purpose is shared. Recipients may act as processors on our behalf or as separate controllers, depending on their role.

7. International transfers

Teachable is a US-based virtual learning environment. Use of Teachable may involve transferring student information to, or accessing it from, the United States. Where such transfers are restricted under UK law, we rely on an appropriate transfer mechanism and safeguards, such as the UK Addendum to EU Standard Contractual Clauses where applicable. Please contact us if you would like more information about the safeguards relevant to your information. Other cloud providers may also involve international access or storage, subject to appropriate protections.

8. How we store and protect information

Records are stored electronically using cloud-based services. Laptops used to access records are password protected. Within EDS Training Ltd, access to student personal information is restricted to the business owner. We take reasonable organisational and technical steps to protect information against unauthorised access, alteration, loss or disclosure. Providers that process data for us are subject to appropriate data-protection arrangements.

9. How long we keep information

We normally retain personal information for a maximum of **five years**, taking account of the purpose of the record, course administration, accreditation requirements and any applicable legal obligations. Records will be securely deleted or anonymised when no longer needed. Where a specific legal duty or active dispute requires us to preserve a record for longer, we will retain only what is necessary for that purpose.

10. Your data protection rights

Depending on the circumstances and any lawful exceptions, you may request access to your data, correction of inaccurate details, erasure, restriction of processing, portability, or object to processing. Where we rely on consent, you may withdraw it at any time without affecting earlier lawful processing. Please contact us using the details below. We will respond without undue delay and normally within one month, subject to applicable rules and extensions.

11. Complaints

If you have concerns about how we use personal information, please contact us using the details below so we can investigate. You can also complain to the Information Commission (ICO), the UK data protection regulator, via www.ico.org.uk/make-a-complaint or 0303 123 1113. We handle data protection complaints in accordance with applicable law.

12. Website cookies

Our website may use cookies and similar technologies. Where non-essential cookies require consent, we will provide relevant information and choices. Any cookie notice and controls on the website should be read together with this policy.

13. Updates to this policy

We may update this policy when our training services, systems or legal obligations change. The latest version will be made available on our website, showing the date of the update.

14. Contact EDS Training Ltd

EDS Training Ltd (registered name: EDS Training Limited)
Company number: 11101583
Registered office: C/O James Todd & Co, Furzehall Farm, 110 Wickham Road, Fareham, Hampshire, PO16 7JH, United Kingdom
Email: courses@sleeptrainingforprofessionals.co.uk
Telephone: 07811 868058
Website: www.sleeptrainingforprofessionals.co.uk