

First Intuition Channel Islands Limited

(First Intuition Guernsey Limited and First Intuition Jersey Limited)

Privacy Notice

First Intuition Channel Islands Limited is a Professional Training Company.

When you request a service, we will collect some personal information about you, including your name, address, contact telephone numbers, email address, date of birth and Professional Body Registration Number, your Human Resources or Training Manager's name and email address.

We require this information for a number of different reasons including, communicating with you as we provide our service to you, communication on your behalf with third parties, reporting and research purposes and for marketing and other activities.

The First Intuition Channel Islands Limited has created this privacy statement under:

The Data Protection (Bailiwick of Guernsey) Law, 2017 and

The Data Protection (Jersey) Law 2018 ("The Regulations"). The statement is for your information, and it covers how we collect, use, disclose, transfer and store your personal data.

1. Introduction and General Terms

First Intuition Channel Islands Limited is committed to protecting your personal information when you are using our goods and services. We want our services and products to be safe, transparent and reliable. This privacy statement relates to our use of any personal information we collect from you.

It also relates to our use of any personal information you provide to us by phone, SMS, email, and letters and other correspondence and in person.

In order to provide you with the full range of First Intuition Channel Islands Limited services, we sometimes need to collect information about you. This privacy statement explains following:

- what personal information we collect about you
- how we use information collected about you
- when we use your details to contact you
- under which circumstances we may disclose your personal details to any third party
- your choices around what personal information you provide to us.

First Intuition Channel Islands Limited is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the General Data Protection Regulations 2018. No system of data storage can be completely secure; if you have any concerns or complaints that your personal data held by the First Intuition Channel Islands Limited could have been compromised: someone could have discovered your personal details held by us, please contact us immediately. Our contact details are at section 14 of the statement.

2. What information will First Intuition Channel Islands Limited collect about me?

When you get in touch with us either via email, a telephone call or when you visit us at our office we will collect some personal information about you. This can consist of information such as your name, email address, postal address, telephone or mobile number, gender, date of birth, Professional Body Registration number, your Human Resources or Training Manager's name and address.

3. How will First Intuition Channel Islands Limited use the information collected about me?

First Intuition Channel Islands Limited will use your personal information for a number of purposes including the following:

- Ensure we have accurate information so that we may communicate with you and keep you updated of developments as we provide a service to you.
- Ensuring that we have consent and that we hold accurate information so that we may contact you at a future date for the purposes of marketing activities.
- Ensuring that we have accurate information for internal reporting, for example, reporting to our directors/board or shareholders.

4. When will First Intuition Channel Islands Limited contact me?

First Intuition Channel Islands Limited may contact you:

- in relation to any communication we receive from you or any other parties involved in the service we provide for you, for example (to confirm receipt of your booking form)
- to invite you to participate in surveys about the service that we provide.
- for reporting, research and marketing purposes.

5. Will I be contacted for marketing purposes?

First Intuition Channel Islands Limited will only send you marketing emails or contact you where you have agreed to this by giving us your consent. From time to time we may also contact you and ask your views about the service First Intuition Channel Islands Limited has provided to you. We may personalise the message content based upon any information you have provided to us.

If you want to stop all personalised messages from the First Intuition Channel Islands Limited including targeted marketing messages you can contact us at any time and instruct us to stop. We will, of course, stop.

6. Will First Intuition Channel Islands Limited share my personal information with anyone else?

We will keep your information within the First Intuition Group except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies), when sharing is required to fulfil the contract between us or where you have consented to sharing your information with other parties involved in the service we provide to you, including, for example, freelance tutors and any Professional Body websites where your Registration details may be required in order to allow you to sit Computer Based Exams and for us to receive your exam results.

Generally, we will use your information within First Intuition Channel Islands Limited and will only share it outside of the First Intuition Group where you have requested it via a data portability request or given your consent. First Intuition Channel Islands Limited requires all third parties to comply strictly with its instructions and requires that they do not use your personal information for their own business purposes and only use your information for reasons associated with the goods or services we provide for you.

7. How long will First Intuition Channel Limited keep my personal information?

We will hold your personal information on our systems for as long as is necessary for the purpose of the supply of goods or services and for any legal requirements.

8. Can I delete my personal information?

You can always ask for your information to be deleted by First Intuition Channel Islands Limited. However, please bear in mind that we are required to hold your data for a minimum period of seven years for legal reasons.

Deleting the data that First Intuition Channel Islands Limited holds about you will erase any personal data we have about you, and it will mean any data we hold about you after your request, that we use in future; will be made anonymous.

9. Can I find out what personal information First Intuition Channel Islands Limited holds about me?

Under the Regulations you have the right to request a copy of the personal information that First Intuition Channel Islands Limited holds about you and to have any inaccuracies corrected. (We require you to prove your identity with two pieces of approved identification). We have a legal duty to supply, correct or delete personal information about you on our files. Please address requests and questions about this or any other question about this privacy statement to Jackie Robert – jackierobert@firstintuition.co.uk.

We will need two copies of forms of identification, which can be:

- passport
- drivers licence.
- birth certificate
- utility bill (from last three months)
- current vehicle registration document
- bank statement (from last three months)

10. Web browser cookies

What is a cookie?

A cookie is digital information, which has a unique identifier function that are sent to your computer, tablet or mobile phone (a device) web browser from a website that you visit and are stored on your device. All websites can send cookies to your device web browser if you allow it. Many websites do this in order to track online usage. Similar technologies are also often used within emails.

First Intuition Channel Islands Limited uses traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from our system.

Overall, cookies help us to provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advance of the website.

Other information collected from web browsers.

Your web browser may also provide the information about your device such as an IP address and details about the browser that you are using.

First Intuition Channel Islands Limited does collect information such as the device you are using, your IP address or the browser you are using.

11. Changes to First Intuition Channel Islands Limited's privacy statement

This privacy statement may be updated from time to time so you may wish to check it each time you submit personal data to First Intuition Channel Islands Limited. If you do not agree to any changes, please do not continue to use the First Intuition Channel Islands Limited website or submit your personal data to First Intuition Channel Islands Limited. You can also delete your personal data that First Intuition Channel Islands Limited holds at any time (subject to any legal reasons we may have to keep some of the data we hold about you).

This privacy notice was last updated in August 2025.

12. Sharing of your data with others

As part of the goods or service that we provide it may be necessary to share data we hold about you with third parties, for example, when we use a freelance tutor. If your employer is paying for your courses, we will share your data, course attendance, course feedback and test results with your employer. You also have the right to ask us to share your personal data with anyone you wish. To exercise this right to data portability please write to us, giving full details, using the details provided at section 14 of this statement.

13. Security of Data

All personal details are held on a secure server so that all details are protected from unauthorised use, modification or disclosure. The padlock system on the website browser means that industry-standard secure server software (SSL) is in place to encrypt any information that is sent.

14. CCTV

Some exam bodies require their exam takers to be monitored by CCTV and therefore we have cameras on the top floor of our building where the Computer Based Exams take place. The cameras are turned on prior to the exam and turned off when the exams have finished.

15. Contacting First Intuition Channel Islands Limited about this privacy statement

If you have any questions or comments about the privacy statement please contact:

Guernsey: Jackie Robert, First Intuition Guernsey Limited, 2 Grange Place, The Grange, St Peter Port, Guernsey, GY1 2QA. Telephone: 01481 730692, jackierobert@firstintuition.co.uk.

Jersey: Emma Boustouler, First Intuition Jersey Limited, Law House, 1 Seale St, St Helier, Jersey, JE2 3QG. Telephone 01534 730690, emmaboustouler@firstintuition.co.uk

16. Registration

First Intuition Guernsey Limited is registered as a Data Controller with The Guernsey Data Protection Office. First Intuition Jersey Limited is registered as a Data Controller with The Jersey Office of The Information Commissioner.

17. Contact for Complaints

You have the right to make a complaint to The Office of the Data Protection Authority, the Guernsey supervisory authority, or The Jersey Office of the Information Commissioner, the Jersey supervisory authority for data protection issues, at any time. Their contact details are as follows:

Guernsey

The Office of the Data Protection Authority

Block A
Lefebvre Court
Lefebvre Street
St Peter Port
GY1 2JP

Tel: 01481 742074
Email: info@odpa.gg

Jersey

Jersey Office of the Information Commissioner

2nd Floor
5 Castle Street
St Helier
JE2 3BT

Tel: 01534 716530
Email: enquiries@jerseyoic.org