



PRIVACY NOTICE

What is the purpose of this document?

This privacy notice describes how we collect and use personal information about you in accordance with the General Data Protection Regulation (GDPR). This policy is relevant to any data we collect as part of recruitment and marketing purposes.

Data protection principles

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
3. Relevant to the purposes we have told you about and limited only to those purposes
4. Accurate and kept up to date
5. Kept only as long as necessary for the purposes we have told you about
6. Kept securely

How do we collect information from you?

We obtain information about you in the following ways:

Information you give us directly

For example, we may obtain information about you as a result of a request for information from yourselves, during a marketing event, competition, a visit to your place of work where we may be undertaking training, apply or enquire about one of our programmes or purchase services or when you register to receive newsletters or other information.

Information you give us indirectly

Your information may be shared with us by third parties, which might include:

- Funders
- Previous providers of employment, training or education
- Subcontractors acting on our behalf who provide us with delivery services
- Business partners, advertising networks analytics providers and search information providers

When you visit our websites

We, like many companies, automatically collect the following information:

- Technical information, including the type of device you're using, the IP address, browser and operating system being used
- Information about your visit to our websites, for example the pages you visit and how you navigate the website, i.e. length of visits, products and services you viewed and searched for, referral sources etc

Social Media

When you interact with us on social media platforms such as Facebook and Twitter we may obtain information about you (for example, when you publicly tag us in an event photo). The information we receive will depend on the privacy preferences you have set on those types of platforms.

Public Information

We may supplement information from publicly available sources such as Companies House, corporate websites, public social media accounts, the electoral register.

The kind of information we collect from you

The type of information we may collect, store, and use, may include:

- Personal contact details such as name, title, addresses, telephone numbers, and email addresses
- Previous education, training or employment history
- Information about your activities on our websites
- Your bank or credit card details
- Any other personal information shared with us

Why we collect the information and how we use it

We may collect and use your information for a number of purposes, which may include:

- for the performance of a contract with you, or to take steps to enter into a contract;
- for compliance with a legal obligation, such as funding purposes, health safety legislation, or codes of practice etc
- for the purposes of our legitimate interests or those of a third party (such as a benefits
- providing you with a services, product or information
- keeping a record of your relationship with us
- conducting analysis and market research so we can understand how we can improve our services, products or information
- dealing with entries into a competition
- seeking your views or comments on the services we provide
- notifying you of changes to our services
- processing applications to our programmes

We seek to ensure that our information collection and processing is always proportionate.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

How we may share the information

We do not sell your information to third parties. However, we may We may need to share your information with other parties, such as external contractors, funders, awarding organisations, marketing & PR Partners, or professional advisors. Information will be anonymised where possible and the recipient of the information will be bound by confidentiality obligations. We may also be required to share some personal information as required to comply with the law.

PR & Marketing Communications

We may use your contact details to provide you with information if we think it may be of interest to you.

Email/text/Phone/Post

We will only send you marketing communications by email, text and telephone if you are an existing customer or learner or have provided your prior consent. You may opt out of our marketing communications at any time or tell us that you would prefer not to hear from us.

Where information may be held

Information may be held at our offices and those of our third party agencies, service providers, representatives and agents.

How long we keep your information

We keep your information during and after your employment for no longer than is necessary for the purposes for which the personal information is processed.

Your rights to correct, access your information or ask for it to be erased

Please contact Andrea Evans, Head of Contracts & Systems, who can be contacted if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at ico.org.uk/concerns/ or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.