

## Data Privacy Policy

### **1. Introduction**

This policy explains how and why we collect personal information about you, how we use it, how we keep it secure and your rights in relation to it; in accordance with the General Data Protection Regulation (GDPR)

### **2. Who we are and what we do?**

Advance Skills Training Limited, “the Company”, is an approved training centre that delivers and assesses a wide range of qualifications.

Once you have successfully completed one of our qualifications you will be issued with a certificate by the relevant approval body.

To do this we need to process certain information about you, our staff, staff in the approved training centres and other individuals with whom we have relationship for various purposes such as, but not limited to:

- a) The recruitment, performance management and payment of staff.
- b) The administration of qualifications, training courses, assessment and certification activities.
- c) Candidate enrolment.
- d) Auditing activities.
- e) Collecting fees.
- f) Complying with legal, regulatory and contractual obligations.
- g) Developing new products and services
- h) Undertake statistical analysis
- i) Contact you for surveys and feedback on the services and products provided
- j) Sending reminders for qualifications coming up to their expiry date
- k) Marketing or promotional opportunities

### **3. General provisions**

This policy applies to all personal data processed by the Company.

The Managing Director is the Responsible Person for the Company’s ongoing compliance with this policy.

Any breach of this policy or of the Regulation itself will be considered an offence and the Company’s disciplinary procedures will be invoked.

This policy shall be reviewed at least annually and you should check for changes on a regular basis.

The Company will register with the Information Commissioner’s Office as an organisation that processes personal data.

#### **4. What Information do we collect and why?**

##### **Candidates**

With your explicit consent we will collect and process personal information which may include your name, telephone number, email address, postal address, date of birth, National Insurance number, qualification history and any health issues or learning difficulties to enable reasonable adjustments to be assessed.

We only collect and process sensitive personal data, known as 'special category data', where it is critical to achieving a qualification e.g. electricians cannot be colour blind or you require additional support. If you object to the use of this information then we may be unable to offer you that qualification.

We will ensure that any forms used to gather data on an individual will contain a statement, a 'fair collection statement', explaining the use of that data, how the data may be disclosed and also indicate whether or not the individual needs to consent to the processing.

An example of a fair collection statement is shown below:

*"For the purposes of the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679 you consent to Advance Skills Training Limited holding and processing personal data including sensitive personal data of which you are the subject, details of which are specified in the Company's data protection policy."*

##### **Staff and sub-contractors**

If you apply to work at the Company, we will only use the information supplied to us to process your application and to monitor recruitment statistics. If we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Criminal Records Bureau we will only do this after we have informed you.

Personal information about unsuccessful job applicants may be held for 12 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Once a person has taken up employment with us, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment with us has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

## **Website**

Our website stores cookies on your computer. These cookies are used to collect information about how you interact with our website and allow us to remember you. We use this information in order to improve and customize your browsing experience and for analytics and metrics about our visitors both on this website and other media. If you decline, your information won't be tracked when you visit this website. A single cookie will be used in your browser to remember your preference not to be tracked.

## **5. How do we protect your personal data?**

We will not transfer your personal data outside the EU without your consent.

We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction. This includes access to your data being limited to specific staff and appropriate security to avoid unauthorised sharing of information.

We data is backed-up and disaster recovery solutions are in place.

Please note that if you are transmitting information to us over the internet this can never be guaranteed to be 100% secure.

For any payments which we take from you online we will use a recognised online secure payment system.

We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk

## **6. Who else has access to your information you provide us?**

We will never sell your personal data. We will not share your personal data with any third parties without your prior consent (which you are free to withhold) except where we are required to do so by law or as set out below:

- a) The relevant awarding body / certification body / independent training provider to enable certification
- b) Third parties who are service providers, agents and subcontractors for the purposes of completing tasks and providing services e.g. approved training centres, external auditors

## **7. How long do we keep your information?**

We will normally keep information for no more than 6 years after your certificate expires or the termination or cancellation of a product, contract or service we provide.

If there is a legal or other legitimate reason to keep it longer (for example if necessary for any legal proceedings) this period may be longer than 6 years.

## **8. Your rights**

You have rights under the GDPR:

- a. to access your personal data
- b. to be provided with information about how your personal data is processed
- c. to have your personal data corrected
- d. to have your personal data erased in certain circumstances
- e. to object to or restrict how your personal data is processed

If you wish to inform us of changes in consent for marketing please contact us at the address or telephone number indicated in any recent correspondence or emails you have received from us.

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

Further details of your rights can be obtained by visiting the ICO website at <https://ico.org.uk>.

## **9. How to contact us**

If you want any further information our contact details are:

Address: Unit 15 Heston Industrial Mall, Church road, Hounslow, TW5 0LD

Tel: 020 8570 5557

Email: [admin@advance4training.com](mailto:admin@advance4training.com)