

Privacy Notice

We are committed to preserving the privacy and personal data of our learners and employees and to complying with relevant Data Protection legislation.

Keeping your personal information secure

We have a Data Protection regime in place to oversee the effective and secure processing of your personal data. We shall not disclose the information you entrust us with to third parties except where we have a statutory or contractual duty to do so, where you have given prior approval or where an official third party data processing agreement exists.

We have appropriate security measures in place to prevent personal information from being accidentally lost, used, or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know. 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.

We may process your personal data because:

- **We need the information in order to process your enrolment and receive funding for your course**

We'll keep your personal data for at least 7 years and for 10 years where European Social Funds are involved.

- **We need it to provide you with a service you've requested**

If you don't provide us with the required personal data, we'll try to provide the service, but it may be impossible to do so.

We'll keep your data whilst it's needed to deliver the service, and for an additional three months in case you have any further queries.

If another organisation helps us to provide the service, we'll also make your data available to them.

We require all organisations we work with to keep information as safe as we do.

- **We need it to identify problems or ways to make the service better**

We'll keep your personal data for up to six months after you use the service; after that, unless we need it for a particular investigation, we'll delete it.

If there are attacks on our services, or other criminal activity, we may share information with the police.

All these uses are checked to make sure they create a benefit, rather than a risk, for individuals. If you have particular circumstances that may increase your risk you may contact our data protection officer to ask for a review of that assessment. Simply ask your tutor for the details.

- **You've asked us to, for example by entering details of your volunteering and work placements**

We'll keep your personal data until you ask us to change or delete it, or for at least three years after you last use the service.

By law you have certain rights over your personal data that we hold: to receive a copy of the data, to ask us to correct any errors, or to delete it once we no longer need it. To contact us regarding those rights, or anything else in this privacy notice, please write to our Data Protection Officer, details can be sought from you tutor.

If you don't feel we've dealt with your request appropriately, you can appeal to the Information Commissioner's Office.

<https://ico.org.uk/make-a-complaint/>