

Privacy Policy



Privacy Lead:

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1. Introduction

E.Quality Training Limited (company number 5119796) is committed to protecting the privacy and security of your personal information.

This data protection notice describes how we collect and use personal information about you in accordance with the General Data Protection Regulation EU 2016/679 (GDPR), together with other UK data protection laws.

If you have any queries regarding this document, you can contact us via the following:

- email to enquiries@equality.training
- write to The Data Controller, E.Quality Training Ltd, Units 27 & 28, Whitebridge Estate, Stone ST15 8QB
- telephone 01785 815115.

We are a registered data controller at the Information Commissioner's Office - reference Z8311334.

2. The purpose of this document

This privacy notice is to let you know how we process and manage your personal data. This includes what you tell us about yourself and what we learn by having you as a valued customer. This notice explains how we do this and tells you about your privacy rights and the law that protects you.

This privacy notice covers you online, via email, written correspondence, phone and in person.

3. Data protection principles

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

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept securely and only as long as necessary for the purposes we have told you about.

4. The types of personal data we process

The categories of personal information that we may collect, store and use about you in relation to the training programmes include:

- Personal contact details such as name, address, telephone number and email address.
- Date of birth, gender, national insurance number & emergency contact information.
- Bank account details
- Passport or other proof of identity details.

We will also collect, store and use the following special categories of more sensitive personal information:

- Health information - any medical condition or learning difficulty and disability status.
- Information about race, religion, nationality, ethnicity, sexual orientation and criminal convictions.

5. How and why we process data

We primarily collect personal information through the information provided to us during the application/enrolment process, including information about parents/guardians where relevant.

We collect information about employers during the application process & may collect other additional personal information in the course of organising and delivering the programmes.

We use this personal information to facilitate learner participation in our training programmes and also in relation to monitoring programme and welfare.

6. Legal bases

The legal bases for our processing data are as follows:

- fulfilling our contractual obligations
- compliance with our legal obligations such as health & safety regulations
- other legitimate interests such as emergency situations

7. Data retention

We will only retain your personal information for as long as necessary to fulfil the requirements of our funding bodies and the various awarding bodies.

Details of retention periods for different aspects of your personal information are available in our retention policy, which is available on request.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Once we no longer require access to your personal information we will securely destroy it in accordance with our data retention policy and applicable laws and regulations.

8. Data sharing

We will not sell or rent your data to third parties and will not share your data with third parties for marketing purposes.

We will not transfer your data outside the European Union without first notifying you of our intentions and of the safeguards that apply to your data.

From time to time we may need to share your information with selected third party business partners, suppliers and Government Agencies for the performance of a contract we have with them. In such circumstances we only share the data necessary for them to deliver the service and have in place a contract or data sharing and usage agreement that requires them to keep your data secure and not to use it for their own marketing purposes.

We may be required to share your information if we are under a duty to disclose or share your personal information to comply with a legal obligation or as required by the relevant regulator.

If E.Quality Training Ltd is acquired by a third party we may need to transfer your personal information to this third party as part of any business restructuring or reorganisation.

9. Data security

We have measures in place to protect the security of information to prevent it being accidentally accessed, lost, used, altered or disclosed in an unauthorised way. In addition, we limit access to your personal information to those employees and contractors who have a legitimate need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

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

10. Rights of access, amendment, erasure and restriction

It is important that the personal information we hold about you is accurate and current & we therefore request to be kept informed of any changes to personal information.

Under certain circumstances, by law you have the right to:

- Request access to your personal information
This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction or erasure of your personal information.
This enables you to have any incomplete or inaccurate information we hold corrected or your information deleted where there is no good reason for us continuing to process it.
- Object to processing of your personal information where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground.
- Request the restriction of processing of your personal information.
This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party.
- Suspend processing of your personal information, for example if you want us to establish the accuracy of the data we are processing.

These rights are subject to certain conditions and exceptions as set out in UK data protection law.

If you wish to complain about your rights as a data subject, please contact us in the first instance. If we cannot deal with your complaint you can escalate this to the supervisory authority in the UK, the Information Commissioner's Office (ICO). Guidance on how to contact them is available online at <https://ico.org.uk>.

11. Changes to this document

We reserve the right to update this document at any time if the law/regulatory requirements change or if technology changes or to make our procedures more efficient. We keep our privacy policy under regular review and any updated version will be available on our website.

Original date: May 2018