

TRAINING TRUST

Privacy Notice

This statement is provided with the intention to comply with your right to be informed under the General Data Protection Regulation.

At Training Trust, we respect the privacy of our customers (young people, their parents/carers and adults) whilst ensuring that they access high quality information, advice and guidance throughout their training. In the course of their duties, employees gain knowledge of and have access to personal information relating to their learners and their families. It is a condition of employment that all staff understand the importance of respecting this information in a discreet and confidential manner.

In order to achieve this:

- All staff sign a confidentiality agreement at the start of their employment.
- Personal information is either password protected or kept in lockable storage when not in use
- Staff will not discuss personal information given by learners with other members of staff, except where it affects planning to support the learner.
- Any concerns/evidence relating to a learner's personal safety are kept in a secure, confidential file and are shared on a "need to know" basis only.
- If telephone requests are made for information the recipient should take the name, telephone number and agency and make a return call with such information as may be required.
- All staff are made aware of Training Trust policies relating to the support and guidance of learners and the General Data Protection Regulations [GDPR] Policy.

Individuals are made aware of their rights under this policy during their induction and the issuing of the learner handbook.

This privacy notice sets out details of the types of information we obtain, the purpose for doing so, any third parties this information may be shared with and how long the information will be stored for. It also sets out the rights individuals have regarding their personal information and the process for making a complaint.

Types of Information and its Purpose:

As part of your application process, we request you complete an application form so we can collect information about you that will assist in the enrolment process. This information relates to your personal details and includes:

- name, address, date of birth and next of kin details
- details of interviews attended and outcomes
- information relating to placements/employment, including employment contract
- copies of correspondence
- certificates of achievement

We need to process this information so that we are able to obtain funding, liaise with employers for recruitment purposes and provide evidence of progress and achievement of your apprenticeship and all elements relating to its achievement.

All personal information is provided directly by you via application form, email, face to face or over the phone.

Your personal information is kept for the duration of your apprenticeship and is then archived for 12 years as per funding guidance.

Third Parties:

In order for us to carry out our function at the Training Trust, we share your information with third parties. These third parties include the ESFA (Education and Skills Funding Agency), ACE (Apprenticeship Certificates England), awarding bodies (City and Guilds, Pearson, Industry Qualifications), e-portfolio systems (learning assistant), training providers we work in partnership with, careers advisory services and other business we work with to provide apprenticeship opportunities.

We share your information with these third parties so that we are able to ensure accuracy of the information held in relation to the funding of your learning and for the purpose of your continued learning and progress with your apprenticeship.

Your Rights:

You have the right:

- to ask us for access to information about you that we hold
- to have your personal data rectified, if it is inaccurate or incomplete
- to request the deletion or removal of personal data where there is no compelling reason for its continued processing
- to restrict our processing of your personal data (i.e. permitting its storage but no further processing)
- to object to direct marketing (including profiling) and processing for the purposes of scientific/historical research and statistics
- not to be subject to decisions based purely on automated processing where it produces a legal or similarly significant effect on you

If we are processing your personal information using your consent, you can withdraw your consent at any time.

If you wish to view, amend or have your personal data deleted, you will be required to contact your individual liaison officer in writing via the contact details provided at interview. Alternatively, you can email your request to info@trainingtrust.org.uk

Making a Complaint:

If you are not happy with how your information has been processed on the response to any requests that you make, please provide details of what has happened and the reason you wish to make a complaint in writing to us at info@trainingtrust.org.uk

If you have exhausted options dealing directly with us and remain unhappy, you can make a complaint to the information commissioner's office by completing a form via <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/> or call 0303 123 1113.

This policy was written May 2018 and will be reviewed on an annual basis or as changes in regulation or staffing occurs. Next review due May 2021.