



LEARNER PERSONAL DATA PRIVACY POLICY



The Protocol Group is committed to data security and the fair and transparent processing of personal data.



Introduction

The Protocol Group is committed to data security and the fair and transparent processing of personal data. This privacy policy sets out how staff of the Protocol Group treat personal data. Please read this policy carefully as it contains important information on who we are, how and why we collect, store, use and share your personal data, your rights in relation to your personal data, how to contact us, and how to contact supervisory authorities in the event that you would like to report a concern about the way in which we process your personal data.

Who are we?

In the UK, data protection is governed by the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. The Protocol Group (Transworld Publications Services Limited t/a/ Protocol Consultancy Services) is the 'controller' of learner personal data and is a private limited company number 02554472 (England and Wales). Our registered address is The Old Guild House, 1 New Market Street, Birmingham B3 2NH.

TPSL is a business providing information advice and guidance, qualifications, training, assessment, and certification in relation to Skills Training, Classroom Training including Study programme and Apprenticeship Training in all of our qualification standards, including:

Customer Services, Business Administration, ITQ, ITP, Multi-Channel marketing, Social Media, Team Leading, Management 5 & 7 . Learning & Skills Teacher & Mentor, Learning and Development, HR Support, People Professional & Warehousing.

If you have any queries about this Policy, the way in which we process personal data, or about exercising any of your rights, you may contact our Privacy Officer by sending an email to suetipton@protocolgroup.co.uk or writing to Sue Tipton Protocol Group. The Old Guild House, 1 New Market Street, Birmingham B3 2NH.

What personal data do we collect?

We collect your name, address, gender, and date of birth. We may also collect other categories of personal data if required in relation to a specific qualification or programme, and personal data if required by the DFE and to carry out quality assurance processes, investigations, complaints and appeals. This personal data is provided to us by other providers, awarding organisations, or other industry bodies you have registered with to receive learning, assessment, and/or certification products and/or services provided by us.

In exceptional circumstances, we may be provided with sensitive personal data, such as information about your health, to enable us to administer requests for reasonable adjustments, or sensitive personal data relating to an investigation, complaint, or appeal. We assign a unique learner number to each learner at the point of learner enrolment which we also use in relation to your learning, assessment, and certification.

How do we use your personal data?

We may use your personal data where this is necessary to pursue our legitimate interests as a provider of training, assessment, and certification products and/or services, including to:

- provide you with products and/or services for which you have registered;
- undertake administration in relation to products and/or services for which you have registered;
- provide you with a certificate, credential or other record of learning;
- contact you directly in relation to our quality assurance processes, investigations, appeals, and complaints;
- assess and provide reasonable adjustments in relation to your learning or assessment where requested.

We may also process your personal data if required by law, including to respond to requests by

government or law enforcement authorities, or for the prevention of crime or fraud.

Who do we share your personal data with?

We may share your personal data with relevant third parties, where necessary, in relation to your learning, assessment, or certification, including:

- DFE, regulatory and local authorities, WMCA, funding organisations, professional bodies, and similar industry bodies;
- consortiums, authorised representatives, and partners; and awarding organisations and similar third parties.

We will ensure there is a contract in place with such third parties which include obligations in relation to the confidentiality, security, and lawful processing of any personal data shared with them.

How long will we keep your personal data?

We will retain personal data relating to your learning, assessment, and certification to enable us to provide information about your learning or a replacement certificate.

We will retain personal data relating to our quality assurance processes, appeals, or investigations for a period of 7 years to ensure we are able to comply with any contractual, legal, audit and other regulatory requirements, or any orders from competent courts or authorities. We comply with the DFE storage of data requirements which can be found on www.gov.uk.

Where do we store your personal data and how is it protected?

We take reasonable steps to protect your personal data from loss or destruction. 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.

Your rights

Under the GDPR, you have various rights with respect to our use of your personal data:

Right to Access

You have the right to request a copy of the personal data that we hold about you by contacting us at the email or postal address given below. Please include with your request information that will enable us to verify your identity. We will respond within 1 month of request at the latest. Please note that there are exceptions to this right. We may be unable to make all information available to you if, for example, making the information available to you would reveal personal data about another person, if we are legally prevented from disclosing such information, or if there is no basis for your request, or if it is excessive.

Right to rectification

We aim to keep your personal data accurate and complete. We encourage you to contact us using the contact details provided below to let us know if any of your personal data is not accurate or changes, so that we can keep your personal data up-to-date.

Right to erasure

You have the right to request the deletion of your personal data where, for example, the personal data are no longer necessary for the purposes for which they were collected, where you withdraw your consent to processing, where there is no overriding legitimate interest for us to continue to process your personal data, or your personal data has been unlawfully processed. If you would like to request that your personal

data is erased, please contact us using the contact details provided below.

Right to object

In certain circumstances, you have the right to object to the processing of your personal data where, for example, your personal data is being processed on the basis of legitimate interests and there is no overriding legitimate interest for us to continue to process your personal data, or if your data is being processed for direct marketing purposes. If you would like to object to the processing of your personal data, please contact us using the contact details provided below.

Right to restrict processing

In certain circumstances, you have the right to request that we restrict the further processing of your personal data. This right arises where, for example, you have queried the accuracy of the personal data we hold about you and we are verifying the information, you have objected to processing based on legitimate interests and we are considering whether there are any overriding legitimate interests, or the processing is unlawful and you elect that processing is restricted rather than deleted. Please contact us using the contact details provided below.

Right to data portability

In certain circumstances, you have the right to request that some of your personal data is provided to you, or to another data controller, in a commonly used, machine-readable format. This right arises where you have provided your personal data to us, the processing is based on consent or the performance of a contract, and processing is carried out by automated means. If you would like to request make such request, please contact us using the contact details provided below.

Please note that the GDPR sets out exceptions to these rights. If we are unable to comply with your request due to an exception we will explain this to you in our response.

Contact

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Complaints

If you believe that your data protection rights may have been breached, and we have been unable to resolve your concern, you may lodge a complaint the applicable supervisory authority or to seek a remedy through the courts. Please visit <https://ico.org.uk/concerns/> for more information on how to report a concern to the UK Information Commissioner's Office.

Changes to our Policy

Any changes we may make to our Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our Policy.

Policy published date	August 2010
Date of last review	July 25
Next review due	July 26
Person responsible for policy and review	Sue Tipton/Craig Higham