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Who Are We?

PROTOCOL WEBSITE DISCLAIMER & PRIVACY POLICY

The information contained in this website is for general information purposes only. The information is provided by Transworld Publications Services Ltd t/a Protocol Consultancy Services and we endeavour to keep the information up to date and correct.



Protocol Website Disclaimer

The information contained on this website is provided for general information purposes only. It is provided by Transworld Publications Services Limited trading as Protocol Consultancy Services (“we”, “us”, “our”) and, while we endeavour to keep the information accurate and up to date, we make no representations or warranties, whether express or implied, that the content of this website is accurate, complete, reliable, suitable or current.

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- any other liability which cannot be excluded or limited under applicable law.

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We make reasonable efforts to ensure that the website is available at all times. However, we do not guarantee uninterrupted access and will not be liable if the website is unavailable due to technical issues, maintenance, or circumstances beyond our reasonable control.

This disclaimer is governed by and construed in accordance with the laws of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction.

Privacy Policy

Introduction

1. Introduction

This Privacy Policy explains how The Protocol Group, including Transworld Publications Services Limited trading as Protocol Consultancy Services (“we”, “us”, “our”), collects, uses, stores and protects personal data.

We are committed to processing personal data lawfully, fairly and transparently, in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy applies to:

- website users;
- learners and apprentices;
- employers and centres;
- tutors, assessors and associates;
- individuals who contact us or receive communications from us.

2. Who We Are (Data Controller)

For the purposes of UK GDPR, we are the data controller.

Legal name: Transworld Publications Services Limited

Trading name: Protocol Consultancy Services

Company number: 02554472 (England and Wales)

Registered address:

The Old Guild House

1 New Market Street

Birmingham

B3 2NH

Contact email: contactus@protocolgroup.co.uk

3. Personal Data We Collect

Information you provide to us

We may collect personal data when you:

- complete website forms;
- register for training, assessment or qualifications;
- correspond with us by email, phone or post;
- sign up to communications or events;
- enter into a contract with us.

This may include:

- name;
- email address;
- postal address;
- telephone number;
- job role and employer;
- learner or candidate identifiers.

Information collected automatically

When you visit our website, we may collect:

- IP address;
- browser type and version;
- operating system and device type;
- pages visited and interaction data;
- referral source.

This information is collected via cookies and similar technologies. See our Cookie Policy for further details.

Information from third parties

We may receive personal data from:

- employers;
- training providers or centres;
- awarding or funding bodies;
- public authorities where required by law.

4. Special Category Data

In limited circumstances, we may process special category data (for example, health information or equality monitoring data). We will only do so where:

- it is necessary for education, training or safeguarding purposes; and
- a lawful condition under Article 9 UK GDPR and Schedule 1 of the Data Protection Act 2018 applies.

Appropriate safeguards will always be in place.

5. How and Why We Use Personal Data

We process personal data on the following lawful bases:

Contract

Where processing is necessary to:

- deliver training, assessment or certification;
- manage learner records and progression;
- provide customer support and administration.

Legal obligation

Where required to comply with:

- education and funding regulations;
- safeguarding obligations;
- audit, reporting or regulatory requirements.

Legitimate interests

Where necessary for our legitimate interests, including:

- improving services and website performance;
- communicating with centres, employers and professionals;
- managing complaints or disputes;
- internal analytics and quality assurance.

You have the right to object to processing based on legitimate interests.

Consent

Where required, including:

- marketing communications to individuals;
- optional surveys;
- certain cookies and tracking technologies.

You may withdraw consent at any time.

6. Marketing Communications

We will only send marketing communications where permitted by law. You may opt out at any time by:

- clicking the unsubscribe link in emails; or
- contacting us at contactus@protocolgroup.co.uk.

7. Who We Share Personal Data With

We may share personal data with:

- awarding organisations;
- funding bodies (including the ESFA);
- regulatory and inspection bodies (e.g. Ofsted);
- professional advisers;
- IT, CRM and learning platform providers;
- analytics and website service providers.

All third parties are required to process data securely and lawfully under contract.

Where data is transferred outside the UK, appropriate safeguards will be in place, such as International Data Transfer Agreements (IDTAs).

8. Data Retention

We retain personal data only for as long as necessary. Typically:

- learner and contractual records: up to six years after completion, or longer where funding or regulatory rules require;
- marketing data: until consent is withdrawn;
- website analytics data: in line with our Cookie Policy.

9. Data Security

We implement appropriate technical and organisational measures to protect personal data. While no system is completely secure, we take reasonable steps to prevent unauthorised access, loss or misuse.

10. Your Rights

Under UK GDPR, you have the right to:

- access your personal data;
- rectification of inaccurate data;
- erasure (in certain circumstances);
- restrict processing;
- object to processing;
- data portability;
- withdraw consent at any time.

Requests can be made by contacting us using the details above. We will respond within one month, subject to lawful exemptions.

11. Complaints

If you are unhappy with how we handle your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office - www.ico.org.uk

12. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be published on our website.

Policy published date	August 2010
Date of last review	Oct 2025
Next review due	Oct 2026
Person responsible for policy and review <i>Susan A Tipton</i>	Sue Tipton/Craig Higham