

Data Controller: Itec Training Solutions, 029 20 663800

Data Protection Officer: data.security@itecskills.co.uk

As part of providing our services, the organisation collects and processes personal data relating to learners/participants, companies and customers with whom we work. The organisation is committed to transparency about how it collects and uses that data and to meeting its data protection obligations.

Itec Training Solutions Limited (hereafter known as 'Itec') understands that your privacy is important to you and that you care about how your personal data is used. Itec respects and values the privacy of all our customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

What information does the organisation collect?

The organisation collects a range of information about you which could include, but is not limited to:

- your name, address and contact details, including email address and telephone number, date of birth and gender.
- details of your qualifications, skills and experience.
- details of your bank account and national insurance number.
- information about your next of kin and emergency contacts.
- information about your nationality and entitlement to work in the UK.

In addition, if your programme is ESF funded, you will be asked to supply additional evidence such as passport, recent payslip and / or previous qualification evidence.

We may also collect other categories of personal data, if required, in relation to our legal and contractual obligations. Such as in relation to a specific qualification or programme or personal data to carry out quality assurance processes, investigations and complaints.

A full list of personal and special category data used by Itec will be further outlined in the relevant privacy notice specified on starter documentation, such as learner enrolment / participant registration form, or other service(s) we may supply.

Data will be stored in a range of different places, including on the relevant programme record, relevant Management Information systems and on other IT systems (including email).

How does the organisation collect your data?

The organisation collects information in a variety of ways. For example, data is collected through enrolment / starter forms, email queries, identity documents, correspondence with you; or through meetings or other assessments, evaluations, feedback / surveys and website usage information is collected using cookies.

In addition, personal data is provided to us by third parties, including; referral agencies, such as Careers Wales, Job Centre Plus, employment agencies or other relevant industry bodies you have registered with.

Why does the organisation process personal data?

The organisation needs to process data for the purposes of managing our service to you, including providing you with information and access to our programme(s) / services(s). The organisation has a legitimate interest in processing personal data as part of us managing our service to you and for keeping records of the service.

No processes are based solely on automated decision-making.

Who has access to data?

Your information will be shared internally for the purposes of managing our service to you, including the coordination of your programme / service. This includes members of the Itec team.

Your data will also be shared with relevant contractual or government agencies, such as Welsh Government, if required for the purpose of funding of the contract and provision of funding for the programme(s) / service(s).

In addition, we may share your personal data with relevant third parties, where necessary, for the purpose of managing our service to you and in relation to your learning, training programme, assessment, or certification, including:

- regulatory authorities, professional bodies and similar industry bodies.
- sub-contractors, authorised representatives, and partners.
- providers, awarding bodies and similar third parties.
- legal and other professional advisers, consultants, and professional experts.
- service providers contracted to us in connection with provision of learning, assessment, and training, products and services such as subcontractors, moderators, assessors, certification providers.
- surveys for evaluation or research purposes.

We may also process your personal data if required by law, including responding to requests by government or law enforcement authorities, or for the prevention of crime or fraud.

Itec will not share your information for marketing purposes, with any third party.

The organisation will not transfer your data outside the European Economic Area.

Other than as set out in this Privacy Notice, we do not share your personal information to third parties except where this is necessary to comply with the law.

How does the organisation protect data?

The organisation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees and our associates in the proper performance of their duties. The process in place are as outlined in the; Data Protection Policy and Procedures; Information Security Policy and the ICT Acceptable Use Policy.

For how long does the organisation keep data?

Your data will be kept for the duration of our service to you and further retained under our legal and contractual obligations as outlined in our Data Retention Policy (a copy available upon request).

Customer Privacy Notice

In respect of Welsh Government funded programmes, your data will be held until the relevant Government funding body gives us permission to delete / destroy securely.

Based on your consent for marketing, we will keep the information held about you until you tell us not to, or in line with your consent provided. If you wish to withdraw your consent for the organisation to hold your personal details e-mail, sales@itecskills.co.uk to opt out or select the unsubscribe option on the marketing e-mail.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the organisation during your relationship with us. However, if you do not provide the information, the organisation may not be able to deliver our service / programme properly or at all.

Please note that, if you are accessing a Welsh Government funded programme, taking part in the programme is contractually dependent on you providing personal data. If you do not provide the information, the organisation will not be able to deliver our funded service(s) / programme(s) to you.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request.
- require the organisation to change incorrect or incomplete data.
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing.
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing.
- ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact Data Security Officer, data.security@itecskills.co.uk or in their absence the HR Department.

You can make a Subject Access Request by sending your request in writing outlining the information you require or complete the organisation's Making a Subject Access Request form.

Further information is available in the organisations Data Subject Requests under GDPR Response Procedures. A copy of the above documents can be made available on request.

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

Marketing

Itec, and our sister company (Centre for Strategy and Communication Limited), would like to send you information about our activities, training and associated events which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes or giving information to other members of our group. We may use licenced third parties to provide us with regulated personal data for sales and marketing purposes.

Customer Privacy Notice

If you have signed up for our marketing information, you can receive occasional emails for example with information, updates, and special training offers / information. We will always give you the opportunity to unsubscribe.

If you would like to amend your information or if you no longer wish to be contacted for marketing purposes, please e-mail sales@itecskills.co.uk or use the unsubscribe line.

Cookies

Our website uses cookies to improve your experience when visiting our website. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity and may be used to compile statistical reports on website activity.

You can set your browser not to accept, reject or delete cookies, the websites below provide information on how to remove cookies from your browser. Further information: www.aboutcookies.org or www.allaboutcookies.org.

Google Analytics

Our site also uses Google Analytics, a third party web analytics service provided by Google, Inc. Google Analytics sets cookies in order to evaluate your use of our site and to compile reports for us on visitor activity. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting our website.

Google's privacy policy and information on rejecting or deleting their cookies can be found at www.google.com/intl/en/policies/privacy/.

Social Media Platforms

We participate with social media platforms subject to their privacy policies and terms. Note that the social media platform may track and save your request to share a web page through your social media platform account. You should use social media platforms wisely and communicate / engage upon them with due care and caution in regards to your own personal data.

Changes to Our Privacy Policy

We keep our privacy policy under regular review, may change this Privacy Notice, in line with legislation or business requirements. Any changes and our current Privacy Notice is available on our website.