

Use of personal data

1. What kinds of personal information about you do we process in connection with our services:

- Forename
- Surname
- Personal address/work address
- Telephone numbers
- Parents/guardians details
- Driving information, type of license and journey to work
- Documents relating to an individual
- Photo
- Date of birth
- Email address
- Bank details
- Tax information, if relevant
- Language/form of communication
- Gender
- Ethnicity
- Religious belief
- National origin
- Marital status
- Medical Information
- Employer details/contract data
- Qualifications taken & achieved
- Skills and competencies
- Leave and sickness
- Criminal records
- Disciplinary records
- Any sanctions imposed
- Computer IP address

2. What is the source of your personal information?

We collect personal information from the following general sources:

- From you directly or associated agencies
- Information generated about you when you request our services.
- Clients who we work with to provide services.

3. What do we use your personal data for?

We use your personal data, including any personal data listed from point 1 for the following purposes:

- Processing your application for an apprenticeship or traineeship.
- Payment of salaries and wages (if applicable).
- Processing requests to deliver training.
- Managing all aspects of training from start through to completion.
- Updating your records.
- To conduct quality calls to measure our performance and of our internal processes.
- To improve the operation of our business.
- To follow and comply with the guidance and best practice under the change to rules of government and regulatory bodies.
- For management and auditing of our business operations including accounting.
- To carry out DBS checks (if applicable) at application and periodically after that.
- To monitor and to keep records of our communication with you and our staff.

- To administer our good governance requirements such as internal reporting and compliance and administration obligations.
 - To provide insight and analysis of our services to help improve the quality of operating our business.
- 4. What are the legal grounds for our processing of your personal information (including when we share it with others)?**
- a) Where is it needed to provide you with our services, i.e.**
- Processing your application for an apprenticeship or traineeship or your request for us to deliver training.
 - Managing all aspects of training delivery from start through to completion.
 - Updating your records.
 - All stages and activities relevant to managing the service including enquiry, application, administration and management of accounts.
- b) Where it is in our legitimate interest to do so i.e.**
- Managing your training and updating records.
 - To conduct quality calls to measure our performance and of our internal processes.
 - To follow guidance and recommended best practice of government and regulatory bodies.
 - For management and audit of our business operations including accounting.
 - To carry out monitoring and to keep records of our communication with you and our staff.
 - To administer our good governance requirements such as internal reporting and compliance obligations.
 - For developing statistics to provide insight and analysis of our services, helping to improve the quality in operation of the business.
 - As necessary for the running of our business or to comply with legal or regulatory obligations.
- To comply with our legal obligations**
- c) With your consent or explicit consent**
- For some of our profiling.
 - For some of our processing of special categories of personal data such as about your health, if you are a vulnerable adult or have a criminal record.
 - We will not share your information with any other third parties other than already stated.
- 5. When do we share your personal information with other organisation?**
- We may share information with a third party.**
- Awarding organisations for processing of qualifications and booking exams.
 - With Clients in order to promote your application for an apprenticeship.
 - With students in order to fill your apprenticeship position.
 - Governmental and regulatory bodies.
 - Other organisations and businesses who provide services such as back up and server hosting providers, IT software and maintenance providers, document storage and suppliers of other back office functions.

For further information on how we manage our data please click link