



Privacy Notice for TT Training and Consultancy Company Ltd

As a training service we have a legal requirement to collect, process and store personal data, to meet the legal requirements or to enable us to ensure the service you receive is appropriate and of high quality.

We have registered with the Information Commissioner's Office (ICO) and we renew this annually. The Data Controller for TT Training and Consultancy is Tracey Twist.

Collecting and Processing

We will collect data using our registration forms.

Your name (forename and surname) will be used to generate certificates, either through us or with an awarding body. If you are doing on line learning it will be entered on our moodle server.

Your address will be used to post any certificates or other information. If you are doing on line learning it will be entered on our moodle server.

Your postcode will be used to post any certificates or other information. If you are registering with an awarding body it will be passed to the awarding body.

Date of birth will be used to identify you and if you are registering with an awarding body it will be passed to the awarding body.

Telephone/mobile will be used for queries or communication regarding training, such as making appointments.

Email address will be used for marketing (if you have agreed to this), queries and communication regarding training, such as making appointments. If you are doing on line learning it will be entered on our moodle server.

Ethnicity will be used for legitimate interest to ensure we provide appropriate and inclusive practice.

Disability or learning need will be used for legitimate interest to ensure we provide appropriate and inclusive practice.

Storing

We take my responsibilities under General Data Protection Regulation (GDPR) seriously and we will ensure that your data is kept safe and secure. Written records will be stored in a locked filing cabinet and all digital information will be stored on password protected systems. You have a right to access any of the information that I hold on you at any time.

I will need to keep finance information for 7 years and information on accidents will need to be kept for 3 years or until you are aged 21 years and 3 months.

All information that I do not need to keep will be shredded if it is a paper document or deleted if it is a digital document, including digital photographs.

Training information will be kept for 3 years. This includes registration forms, evidence, copies of planning and feedback, copies of certificates and evaluation forms. Information of training completed is kept on a database which is stored on a password protected server.

Sharing

If I need to share information that I have not got permission to share, I will seek permission for you. The exception to this would be if I was concerned about the welfare of someone and I will only share this information with a relevant professional.

If you are registering with an awarding body, through us I will share your name, postcode, date of birth and the course you are doing.

If you are training with us your data will be accessible to anyone who is involved in your training, employed by TT Training and Consultancy Company. This includes administrators, assessors, trainers and IQAs.

Further information

If you have any concerns about the way I collect, process and store information please talk to me or put your concerns in writing. If you want to make a complaint, please follow our complaints procedure.

You have the right to complain to the Information Commissioners Officer (ICO) if you feel there has been a data breach or if you feel that I have not resolved the complaint satisfactorily.

The contact telephone number for the ICO is 0303 123 1113 and more information can be gained from their website: www.ico.org.uk

Written: May 2018

Reviewed: July 2019