

Better Training Ltd

Privacy Statement

Data Protection Officer (DPO)-
Penny Dowdeswell Director
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07899995616

Learners

Better Training Ltd collects learner information by way of a Booking Form that the learners fill in themselves. It comprises simple contact details together with details of previous qualifications. This information enables the company to place learners on their preferred/ appropriate course as well as send information and requests to learners. All forms are destroyed at the end of each academic year and the numerical data retained in non-identifiable form to build our results/outcomes information.

This data is NEVER passed on to a third party and is always kept securely.

Better Training Ltd is a subcontractor to Abingdon & Witney College. Any learners who go on to join a SFA funded course will be required to fill in an A&W Enrolment Form. We adhere to the A&W Privacy Statement (see below) which we make available to the learners. It can also be found on our website: bettertraining.org

Abingdon and Witney

Privacy Statement - Students

This statement gives information that relates to students and courses. A Privacy Statement relating to job applications, employment and staff can be found at <http://www.abingdon-witney.ac.uk/about-us/key-documents/>.

This Privacy Statement covers the following:

- • Our organisation and its contacts
- • Our basis for collecting personal data
- • How we collect and use personal data
- • How personal data is kept secure
- • How long personal data is retained
- • The rights of an individual
- • Information for when you enrol

Our organisation and its contacts

Abingdon and Witney is a Further Education college that has learning venues across Oxfordshire but has its administrative centre at its Abingdon Campus, Wootton Road, Abingdon, OX14 1GG.

We are the Data Controller for your personal data and are committed to fulfil our obligations under the General Data Protection Regulations (EU) 2016/679 and Data Protection Act 2018 (collectively referred to as GDPR).

We are registered with the Information Commissioner's Office (ICO) - reference Z6620708. Our **Data Protection Officer**: Lynn Turner, Head of Information Services, Abingdon Campus, as above, or dpo@abingdon-witney.ac.uk The full response to our obligations under the data protection legislation can be found in our Data Protection Policy at <http://www.abingdon-witney.ac.uk/about-us/key-documents/>. Full details of GDPR can be found on the ICO website – www.ico.org.uk.

Our basis for collecting personal data

The information we hold is collected and processed as part of our public interest task of providing education services.

Should we wish to use this personal data for other activities, such as marketing, we require explicit consent from individuals to do so.

How we collect personal data

Personal data is collected when you choose to make an enquiry, an application, enrol onto a course, study with us, or attend an event at the college.

How we use personal data

Personal data is shared within the college to answer enquiries, support you onto an appropriate course, to collect fees, to manage your learning activity and to keep you healthy and safe whilst studying with us.

Personal data is shared with education funding authorities and other government agencies to secure funding and report on the success of the learning activities offered by the college. It is also shared with other third parties linked to education or employment such as awarding bodies, local authorities, schools, careers services and, when necessary, with UK Visas and Immigration and law enforcement agencies.

Before enrolling onto a course, it is important to read The Education and Skills Funding Agency privacy statement which is given below.

Occasionally, photos of events are used to promote the college. If it is possible to identify individuals in group photos, then consent will be gained from the individuals concerned before the images are used.

The College operates a comprehensive CCTV surveillance system across its main campuses for the principal purposes of preventing and detecting crime and promoting public safety. This data is shared with law enforcement agencies if required.

Outside of these activities, we will not share your personal information with any third party or use your details for marketing or alumni purposes without your explicit consent.

How personal data is kept secure

We have designed our software, storage systems and processes to offer the maximum security and to ensure personal data is only accessed by those required to do so for the uses given above. Staff are trained and understand their commitment to keeping personal data secure and to protecting privacy.

Secure portals and encryption software are used when sending data outside of the college network.

We do not store or transfer personal data outside Europe.

How long personal data is retained

Personal data is only retained for the period required to meet a legal obligation and / or business need. An overview of our data retention practises can be found on our website at <http://www.abingdon-witney.ac.uk/about-us/key-documents/>.

The rights of an individual

The College respects, facilitates and appropriately responds to the rights of Data Subjects, these include:

- - **Access** – An individual has the right to request from the DPO a copy of the personal data held by the college; such request must be met within a month with data supplied in either electronic or hardcopy format.
- - **Rectification** – An individual has the right to request the DPO to correct inaccurate personal data.
- - **Erasure** – An individual has the right to ask the DPO for personal data to be deleted. However, this DPO can refuse if the data has to be retained to meet a legal requirement (such as our legal obligation to make regular reports to funding authorities).
- - **Breach notification** – An individual has the right to be informed if the security of their personal data is compromised.
- - **Complaints and compensation** – If an individual feels the college has not complied with their obligations under the GDPR they can lodge a complaint with the ICO at www.ico.org.uk.
- - **Withdraw consent** – If an individual has given consent to the use of personal data such consent can be withdrawn by contacting the DPO if there is no other legal basis to use the data (please see 'Information for when you enrol').
- - **Automated decisions** - disclosing any automated decision making / profiling practices

Should you wish to contact the DPO to exercise any of these rights, please download the form from our website <http://www.abingdon-witney.ac.uk/about-us/key-documents/> and send the form to dpo@abingdon-witney.ac.uk.

Further details relating to Data Subject Rights are available from the ICO website (www.ico.org.uk).

Information for when you enrol

This Privacy Statement will be highlighted to individuals when they enrol. By completing enrolment paperwork it is understood that personal data will be used for the purposes given above and that this use is required to access the services provided by the college.

If personal data is to be used outside of this use (such as for marketing), explicit consent will be sought.

Changes to this Privacy Statement

We keep our privacy statement under regular review. Any changes we make to our privacy policy in the future will be notified to all students by email.

How the Education and Skills Funding Agency (ESFA) use your personal information

This privacy notice is issued by the Education and Skills Funding Agency (ESFA), on behalf of the Secretary of State for the Department of Education (DfE). It is to inform learners how their personal information will be used by the DfE, the ESFA (an executive agency of the DfE) and any successor bodies to these organisations. For the purposes of relevant data protection legislation, the DfE is the data controller for personal data processed by the ESFA.

Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR). Your information will be securely destroyed after it is no longer required for these purposes.

Your information may be shared with third parties for education, training, employment and well-being related purposes, including for research. This will only take place where the law allows it and the sharing is in compliance with data protection legislation.

The English European Social Fund (ESF) Managing Authority (or agents acting on its behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training.

(To be completed at enrolment) You can by ticking any of the following boxes agree to be contacted for other purposes:

- About courses or learning opportunities By post
 For surveys and research By phone By email

Further information about use of and access to your personal data, details of organisations with whom we regularly share data, information about how long we retain your data, and how to change your consent to being contacted, please visit:

<https://www.gov.uk/government/publications/esfa-privacy-notice>

Better Training Ltd

Privacy Statement - Staff

This statement gives information that relates to job applications, employment and staff

This Privacy Statement covers the following

- • Our basis for collecting personal data
- • How we collect and use personal data
- • How long personal data is retained
- • How personal data is kept secure
- • The rights of an individual

Our basis for collecting personal data

We collect and use personal data that is necessary for creating an employment contract with an individual, or is necessary to take steps prior to entering into that contract. We also collect and use personal data to enable us to comply with our legal obligations.

Where we collect special category/sensitive personal data (such as race or ethnic origin, political opinion, etc.), we do this to enable us to carry out our obligations in the field of employment law.

How we collect personal data

Personal data is collected when an individual chooses to apply for a job, during the recruitment process and when an individual joins Better Training Ltd as a member of staff.

For the purposes of this document 'staff' shall mean an employee, a volunteer, or a self-employed worker.

How we use personal data

We use your personal information for the following activities:

- • for the recruitment process and for carrying out pre-employment checks;
- • for safeguarding students;
- • for checking your identity and right to work in the UK;
- • for checking your qualifications;
- • to keep an audit trail of the checks we have made and our relationship with you in case of employment claims;
- • to set up payroll
- • for communicating with you
- • for carrying out our role as your employer or potential employer.

We will not share your personal information with any third party without your explicit consent.

How long personal data is retained

Personal data is only retained for the period required to meet a legal obligation and / or business obligation.

How personal data is kept secure

We have designed our storage systems and processes to offer the maximum security and to ensure personal data is only accessed by those required to do so for the uses given above. Staff are trained and understand their commitment to keeping personal data secure and to protecting privacy.

Encryption software is used when sending data outside the Better Training's network. We do not store or transfer personal data outside Europe.

The rights of an individual

Better Training Ltd respects, facilitates and appropriately responds to the rights of Data Subjects. These include:

- • **Access** – An individual has the right to request from the DPO a copy of the personal data held by the organisation; such request must be met within a month with data supplied in either electronic or hardcopy format.
- • **Rectification** – An individual has the right to request the DPO to correct inaccurate personal data.
- • **Erasure** – An individual has the right to ask the DPO for personal data to be deleted. However, this the DPO can refuse if the data has to be retained to meet a legal requirement (such as our legal obligation to make regular reports to funding authorities).
- • **Breach notification** – An individual has the right to be informed if the security of their personal data is compromised.
- • **Complaints and compensation** – Individuals who feel that the organisation has not complied with their obligations under the GDPR may lodge a complaint with the ICO (Information Commissioner's Office) at www.ico.org.uk.
- - **Withdraw consent** – If an individual has given consent to the use of personal data such consent can be withdrawn by contacting the DPO if there is no other legal basis to use the data (please see 'Information for when you enrol').

- - **Automated decisions** – Individuals may request the organisation to disclose any automated decision making / profiling practices.

Should you wish to contact the DPO to exercise any of these rights, please contact Penny Dowdeswell

Further details relating to Data Subject rights are available from the ICO website (www.ico.org.uk).

Better Training Ltd Registration ICO number – Z2867001

Updated June 2018, reviewed May 2021

Better Training would like to acknowledge the help Abingdon & Witney College have provided in producing this document, as it is based on their very comprehensive and easy to understand statement.