



PRIVACY POLICY

GLP TRAINING LTD takes your privacy very seriously and we ask that you read this privacy notice carefully as it contains important information on:

- The personal information we collect about you;
- What we do with your information;
- Who your information might be shared with.

This privacy notice explains how we use your personal data in order to improve our services to you, and what choices you have about how we use that data. This privacy notice has been written to comply with the new privacy laws, known as the 'GDPR' (General Data Protection Regulation 2018). GLP Training Ltd are registered with the Information Commissioners Office and our registration number is: ZA085565.

When we refer to 'we' or 'us' or 'GLP TRAINING LTD' in this notice, we mean the operating entities of GLP TRAINING LTD.

The information we collect from you and your employer

As a company we will gather certain information about you when you enrol with us on an Apprenticeship programme, when you contact us, send us feedback, post material to our websites or social media channels, complete learner surveys or take part in promotional activities organised by us or by third party organisations with whom we work with. This information will also be shared with and/or used by other parties in connection with the programme you have been enrolled onto, these will include government agencies such as Ofsted and the ESFA, the learner Records Service in connection with the funding of your apprenticeship programme. In addition, we may use some of the information with some training partners we work with for the delivery of mandatory specialist qualifications that form part of some apprenticeship programmes. We may also use some of your information for the purpose of marketing provided we have received your consent to do this.

All data collected is stored within the United Kingdom and we will not sell any of your personal information to third parties, nor will we transfer your personal data outside of the United Kingdom without your prior consent.

The information that we gather about you may include (without limitation) your name, contact details, date of birth, home address and length of time living there, next of kin, ethnicity, employment status and personal identifiers to include national insurance number, citizen status and previous educational record, we may also ask you for sensitive information such as gender but this is optional and you may decline to answer this.

The information you provide will be used to check your eligibility for funding and to confirm your previous educational record, it will also be used in regard to equal opportunities statistics by the ESFA/DfE.



We may also ask you if you have any known learning support requirements or learning difficulties, any information given will be treated confidentially and only used to enable us to offer the learning support required. This information will not affect your enrolment onto the apprenticeship programme.

We may also obtain information about you from third parties, such as awarding bodies or companies that accredit our courses. Please be aware that our website and social media platforms contain links to third party websites and social media platforms. We are not responsible for the security or privacy policies of those third-party sites and recommend that you review those parties' privacy notices before sharing your personal data on those platforms.

Data retention

We will retain your personal data in accordance with your instruction or as required by applicable law. We may also retain certain information in order to conduct audits, comply with our legal obligations (and to demonstrate compliance) and to resolve disputes. However, we will not retain your personal data for longer than reasonably necessary.

Information about third parties

The information we process, as described in this notice, may also include information about third parties such as employees, employers, directors and other officers whose details you supply to us. If you give us information on behalf of someone else, you confirm that the other person has agreed that you can:

- Give consent on his, her or their behalf to the processing of his, her or their personal data;
- Receive on his, her or their behalf data protection notices; and
- Give consent to the processing of his, her or their potentially sensitive personal data (e.g. name, contact details, etc).

Systems used to process data

We gather information directly from you and also via our website and other systems. These may include, for example:

- Our computer networks and connections;
- Our email and instant messaging systems;
- Internet facilities;
- Our telephones, voicemail, mobile phone records;
- Third party systems such as those on the internet (Google, Facebook, etc)



Cookies

When you use our website, we may gather information about you through Internet access logs, cookies and other technical means. 'Cookies' are text files placed on your computer to collect Internet log information and user behaviour information. These are used to track website usage and monitor website activity and for other data processing reasons set out below.

You will see a cookie notice when you access our websites. Some of the cookies we use are essential for parts of the site to operate and have already been set. You may delete and block all cookies from this site, but parts of the site will not work.

The majority of web browsers (including Firefox, Internet Explorer, Google Chrome, Opera, and Safari) will allow you to block cookies from being installed on your device or delete selected or all cookies currently installed on your device, via your browser settings. Depending on your browser, further information can be obtained via the following websites: Firefox, Internet Explorer, Google Chrome, Opera or Safari. Mobile phone users may have to refer to their handset manual for details on how to block or delete cookies using their mobile browser. Please be aware that restricting the use of cookies may impact on the functionality of our website.

Reasons for processing

We process information about you for the following reasons:

- providing services to you;
- carrying out learner profiling and analysis of you to ensure we provide the service and support which is most beneficial to you;
- operational reasons, such as recording transactions, training and quality control;
- improving our services
- providing customer service;
- analysing customer feedback;
- investigating complaints;
- ensuring business policies are adhered to;
- tracking activity on our website and social media channels;
- to contact you in the event that any services relevant to you are unavailable or to notify you in the event of any changes to the service;
- to personalise and improve your experience on our website and social media channels;
- to personalise any communications to you;
- compliance with legal, regulatory and corporate governance obligations and good practice;
- gathering information as part of investigations by regulatory bodies or in connection with legal proceedings or requests.

When you use our website and social media channels we may also collect certain information about you and your visit to help us to improve your experiences on those platforms.



This may include:

- your journey through our website and social media channels;
- what content you like or share;
- which pop up or push messages you saw and responded to;
- your IP address; and
- your browser type and operating system.

Disclosures and exchange of information

We may disclose and exchange information with our service providers as well as law enforcement agencies and regulatory bodies where necessary. Information may be held at our offices, our systems services providers and with government agencies such as Ofsted and the ESFA. We will not store or transfer any information regarding you outside the EU.

Keeping your data secure

We have appropriate security measures in place to prevent your personal information being accidentally lost or used or accessed in an unauthorised way. We also limit access to your personal information to those who have a genuine business need to know it. Some of the technical and organisational measures we use to safeguard your personal data are:

- storing your personal data, in all forms, in a secure environment;
- training our staff on the importance of data protection measures;
- employing SSL (secure sockets layer) encryption on every domain owned by us – this allows us to encrypt any passwords and information to prevent unauthorised access or disclosure;
- securing our network by an advanced firewall supported by industry standard anti-virus software.

We also have policies and procedures in place to deal with any suspected data breach so that we can act quickly to minimise any potential damage.

Your rights

Under the GDPR you have a number of important rights. Those include:

- **Right to fair processing of information and transparency over how we use your personal information** – we are required to inform you why we want to gather your personal information, what we will do with it, who it will be shared with and how long it will be kept for. That information is set out in this privacy notice, but if you require any further information please don't hesitate to contact us.
- **Right to request a copy of your information** – you can request a copy of your information which we hold (this is known as a 'subject access request'). If you



would like a copy of some, or all of the information we hold, then please contact us with proof of your identity and let us know what information you would like. We must provide this information to you in a commonly used and machine-readable format.

- **Right to require us to correct any mistakes in your information** – you can require us to correct any information which we hold. If you would like to do this, please contact us to let us know the information that is incorrect and what is should be replaced with.
- **Right to ask us to stop contacting you with direct marketing** – you can ask us to stop contacting you for direct marketing purposes at any time. If you would like to do this, please contact us and let us know what method of contact (one or all) you are not happy with.
- **Right to restrict processing** – you can ask us to suspend the processing of your personal data in certain circumstances, for example, if you have notified us there is a mistake in the information we hold about you, you may ask us to suspend processing until that mistake is rectified.
- **Right to erasure** – otherwise known as ‘the right to be forgotten’ – you can ask us to delete or remove your personal data from our systems where there is no compelling reason for us to continue processing it.

If you want to exercise any of these rights, please write to us, and provide us with enough information to enable us to confirm your identity. We may also require proof of your identity, such as a copy of your driving license, passport and a recent utility bill or bank statement, to be sure that we are not releasing any of your personal data to anyone other than you.

Changes to this privacy notice

This privacy notice was first published in May 2018 and last updated in May 2019. Your privacy is important to us and we are constantly reviewing our policies and procedures to ensure we are meeting the high standards we set ourselves. As a result, we may amend this privacy notice from time to time, and we recommend that you check this page periodically to review any changes that may have been made.

How to contact us

If you have any questions or concerns about this privacy notice or the information we hold about you, please do not hesitate to contact us by one of the following methods:

- By post: Privacy Enquiries, GLP TRAINING LTD, GLP House, 19 Britannia Court, Worcester, WR1 3DF, United Kingdom
- By email: privacy@glptraining.org.uk
- By phone: +44 (0)1905 670884

If you have a complaint, we hope that we can resolve any issues you have by contacting us via one of the methods above. However, you also have the right to lodge a complaint with the Information Commissioners Office who may be contacted at <https://ico.org.uk/concerns/> or via the helpline: 0303 123 1113.