

PRIVACY POLICY data protection & confidentiality

Lancaster Training Services Ltd (LTS) is committed to data security and the fair and transparent processing of personal data. This privacy policy sets out how we will treat the personal data which you provide to us in compliance with applicable data protection law, in particular the General Data Protection Regulation (EU) 2016/679 (**GDPR**).

The Training Manager/Assistant Training Manager is the appointed Data Protection Officer.

What data do we collect? We may collect and process the following personal data:- your name, e-mail address, postal address, date of birth, telephone number, assessment results, employer/placement details, driver licence numbers, national insurance numbers, CCTV on site and supplier payment details. In certain limited cases, we may collect certain sensitive personal data from you (that is, information about your racial or ethnic origin, religion, physical or mental health, or details of criminal offences and genetic or biometric data). However, we will only do so on the basis of your explicit consent.

How do we use your data? Here at LTS we take your privacy seriously and will only use your personal information to provide the services you have requested from us. It is accepted that on certain occasions staff may need to discuss an issue with other people, learner supervisor or the Management Committee etc. If this occurs it must be made absolutely clear that all people concerned are bound by confidentiality and that confidential matters must not be discussed outside LTS.

Where required by law: 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. For example situations concerning Safeguarding of children or other vulnerable people or physical risks to other citizens etc. may necessitate a breach of confidentiality. Where a staff member feels that a matter is sufficiently serious they must report it to the Training Manager/Assistant Training Manager.

Who do we share your data with and how is it protected? We may share your personal data with the Education and Skills Funding Agency, awarding bodies, Ofsted, Driver and Vehicle Standards Agency, Disclosure and Barring Service (staff) and Pension Provider (staff). We take all reasonable steps to ensure that our staff protects your personal data. We limit access of your personal data to those who have a genuine business need to know it e.g. registering you with an awarding body for a qualification. We take reasonable steps to protect your personal data from loss or destruction. We will also follow the guidance laid down by the Information Commissioner's Office (ICO) to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Your rights Under data protection law, anyone can ask what personal information we hold about themselves – we will respond to your request within 30 days. You have the right to **access** what information is being used by us, **request** the deletion of your personal data where, for example, the personal data is no longer necessary for the purposes for which it was collected, have inaccurate personal data **rectified**, request the **restriction or suppression** of personal data, obtain and reuse personal data for your own purposes across different services (**data portability**) and **object** to processing based on legitimate interests and direct marketing (including profiling and automated decision making).

How long do we keep data? For further information please refer to the 'Document Retention Policy' found at www.lantrain.co.uk/policies/

How will data be destroyed? Electronic data will be erased from the secure server and storage devices and paper-based data shredded.

Enquiries and complaints If you have any queries about this policy, the way in which LTS processes personal data, or about exercising any of your rights, please send an email to data@lantrain.co.uk. If you believe that your data protection rights may have been breached, and we have been unable to resolve your concern, you may lodge a complaint the applicable supervisory authority. For more information please visit <https://ico.org.uk/concerns/> on how to report a concern to the ICO.



Richard W Little – Chairman

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