

Privacy Notice

This notice describes how Central Training Group uses and protects your personal information you provide to us.

How we collect your information

We may collect your personal data in a number of ways, for example:

- From the information you provide to us when you interact with us before joining, for example when you express your interest in studying at Central Training Group.
- When you apply to study at Central Training Group and complete enrolment forms via the admissions processes and procedures.
- When you communicate with us by telephone, email or via our website or social media, for example in order to make enquiries or raise concerns.
- In various other ways as you interact with us during your time as a learner if Central Training Group for the various purposes set out below.
- From third parties, for example from your previous or current school, sixth form college, FE college or university or employers who may provide a reference about you or who may sponsor your studies.

How we use your personal information

The college must record and use some personal information about learners in order to provide our courses and to claim funding for them. Learner information is stored on the college's computer-based learner records system. It is every learner's right under the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) to request to see any personal information about them that the college is holding.

When you supply personal information, we have legal obligations towards you in the way we handle that data. We must collect the information fairly, that is, only collect the information we need, and we must explain how we will use it and tell you if we want to pass the information on to anyone else.

All staff at the college can access basic information about each learner, in order to help us support you. All staff must abide by the Data Protection Act 1998 and GDPR.

The lawful basis on which we use this information

To conform with Article 6 and Article 9 of the General Data Protection Regulation, we collect and use your personal information under the lawful basis of meeting our contractual obligation with the Education and Skills Funding Agency for the purposes of claiming public money to fund your training programme.

The categories of learner information that we collect include:

- Personal information (such as name, unique learner number and address)
- Characteristics (such as ethnicity, gender, language, nationality, country of birth)
- Attendance information (such as sessions attended, number of absences and absence reasons)

- Special Educational Needs information
- Behavioural information
- Assessment information, and qualification achievements
- Relevant medical information
- CCTV images on college premises
- Financial information i.e. your bank details
- IP address.

Why we collect and use this information

We use your personal data:

- to interact with you before you are enrolled as a student, as part of the admissions process (e.g. to send you a prospectus or answer enquiries about our courses);
- once you have enrolled, to provide you with the services as set out in your Learning Agreement
- to support learning
- to monitor and report on learner progress
- to provide appropriate pastoral care
- to assess the quality of our services
- to comply with the law regarding data sharing
- for funding purposes
- to deal with any concerns or feedback you may have;
- to meet our compliance and regulatory obligations, such as compliance with anti-money laundering laws and safeguarding requirements;
- for any other purpose for which you provide us with your personal data.

Collecting learner information

Whilst the majority of learner information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain learner information to us or if you have a choice in this.

Links From Our Site

Our website may contain links to other websites. Please note that we have no control of websites outside of www.centraltraininggroup.com if you provide information to a website to which we link, we are not responsible for its protection and privacy. You are advised to read the privacy policy or statement of other websites prior to using them.

People who use our services

We hold the details you provide us with in order to deliver programmes of study, Apprenticeships, Adult Classroom programmes and other services which meet your specific needs.

We only use these details to provide the service you have requested and for other closely related purposes. For example, we might use information about people who have enquired about a course to carry out a survey to find out if they are happy with the level of service they have received.

You are able to request that we stop contacting you at any time.

People who use our commercial services

If you are a customer of a commercial service of the College e.g. Hairdressing and Barbering Colleges, the information you provide us with to enable us to deliver that service will only be held and used for that purpose or for other closely related purposes e.g. we might use information about people who use the Hair Salons to send out offers about the services.

People who request information from us

If you request information from us by letter, telephone, email, submitting an enquiry on the website or from a sales appointment, we will make a record of that enquiry and will use the information you give us to provide you with a response. We will only use the information for these purposes and to provide a follow up service to ensure that we provided you with what you asked for.

You are able to request that we stop contacting you at any time.

Any emails sent to us, including attachments, may be monitored. Please be aware that you have a responsibility to ensure that any email you send us is in the bounds of the law.

Security

We will hold your information securely.

To prevent unauthorised disclosure or access to your information, we have implemented strong organisational and technical security safeguards.

Storing learner data

We will hold your personal information in paper and electronic form. Your data will be securely destroyed as listed below. We will ensure that all personal information supplied is held securely in accordance with the Data Protection Act 1998.

We keep your personal data for:

Status	Held for
Course applicant	6 months
Learner (started a programme)	7 years from leaving date

Who we share learner information with

We routinely share learner information with:

- the Education and Skills Funding Agency (ESFA)
- the Department for Education (DfE)
- Local Authorities

- Awarding Bodies
- the Police
- Other bodies if required by the law
- Parents and Guardians (for those aged 16-18 or 19-24 if you are a vulnerable adult)
- for the prevention and detection of crime.

Why we share learner information

We do not share information about our learners with anyone without consent unless the law and our policies allow us to do so.

We share learners' data with the Department for Education (DfE) on a statutory basis. This data sharing underpins college funding and educational attainment policy and monitoring.

Data collection requirements

To find out more about what learner personal data is collected by the Department for Education, through the Education and Skills Funding Agency, and how it is handled visit <https://www.gov.uk/government/publications/esfa-privacy-notice>

To contact DfE: <https://www.gov.uk/contact-dfe>

Requesting access to your personal data

Under data protection legislation, parents and learners have the right to request access to information about them that we hold and to have any inaccuracies corrected. To make a request for your personal information, or be given access to your child's educational record, contact:

Data Protection Officer DPO@centraltraininggroup.com

If you request information, we aim to provide this to you, where possible, within 30 days. Where this is not possible, we will keep you informed.

You also have the right to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress.
- Prevent processing for the purpose of direct marketing.
- Object to decisions being taken by automated means.
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations.

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Controlling Information About You

When you fill in a form or provide your details on our website, you may see one or more tick boxes allowing you to:

- opt in to receive marketing communications from us by e-mail, telephone, text message or post
- opt in to receive marketing from our sponsors, third party partners by e-mail telephone, text message or post.

If you have agreed that we can use your information for marketing purposes, you can change your mind easily, via one of these methods:

- send an e-mail: DPO@centraltraininggroup.com
- write to:

DPO

Central Training Group
44 Alexandra Street
Southend-On-Sea
Essex
SS1 1BU

Changes to This Privacy Notice

We will keep this Privacy Notice under regular review and reserve the right to change it as necessary from time-to-time or if required by law. Any changes will be immediately posted on the website.

Contact

If you would like to discuss anything in this privacy notice, please contact:

Data Protection Officer

DPO@centraltraininggroup.com

07775 664546