

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

Who does this apply to?

People who use or may use our services. This includes:

- Visitors to our website
- Individuals who study a course with us
- Employers who request training from us
- Employers who take learners on work experience
- Employers who employ an apprentice
- Individuals who request information from us
- Subcontractors

If you are asked to provide information to us, it will only be used in the ways described in our Data Protection Policy and Privacy Notice.

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 of 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

We may process your personal data because it is necessary for the performance of a contract with you or in order to take steps at your request prior to entering into a contract. In this respect, we will use your personal data for the following:

- To meet our legal and statutory duties and responsibilities
- To process applications and enrolments
- For our own internal records
- To contact you in response to an enquiry
- To contact you about the services we provide
- To be shared with other organisations for education, training & employment purposes, including the Education and Skills Funding Agency, OFSTED, Department for Education.
- To monitor and evaluate the performance and effectiveness of our programmes.

- To promote equality and diversity throughout our centres.
- To assess your eligibility for bursary payments
- To providing learning support
- Safeguarding
- For the prevention and detection of crime

We may also process your personal data where:

- It is necessary for medical purposes
- It is necessary to protect your or another person's vital interests
- We have your specific, or where necessary, explicit consent to do so

At no time will we assume your permission to use information that you provide for anything other than the reasons stated here.

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)
- Identity details (such as passport number, settled status, leave to remain)
- Characteristics (such as ethnicity, gender, language, nationality, country of birth)
- Attendance information (such as sessions attended, number of absences and absence reasons)
- Website usage data
- Information relating to your education and employment history
- Sensitive personal data and information about criminal convictions and offences
- Special Educational Needs information
- Financial information (such as bank details)
- Behavioural information
- Relevant medical information
- CCTV images on college premises

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, including Apprenticeships, Educational programmes for younger people, 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 Central e.g. Hairdressing and Barbering Centres, 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 2018.

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 Organisations
- 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.

Your information may by necessity be disclosed to appropriate staff members of Central Training Group.

We will only share your personal information with other people (parents, carers or with agencies such as the DWP, with your permission).

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 1BJ

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