Privacy Notice

2026/27 Academic Year

Developing Skills. Changing Lives.

This notice explains how Central Training Academy collects and uses personal information about applicants, learners, apprentices, staff, employers, website users and other people who engage with our services.

Notice control

Control	Detail
Notice owner	Data Protection Lead
Data controller	Central Training Academy Limited, company number 02703089
Version	2.0
Effective date	October 2026
Review date	August 2027, or earlier following material change
Academic year	2026/27
Contact	DPO@centraltraininggroup.com
Applies to	Applicants, learners, apprentices, staff and job applicants, employers, clients, website users, contractors, subcontractors and other contacts

1. Who we are

Central Training Academy Limited, trading as Central Training Academy, is the data controller responsible for deciding why and how personal information is used. Central Training Academy Limited is registered in England and Wales under company number 02703089. Its registered office is 4 Chester Court, Chester Hall Lane, Basildon, Essex, United Kingdom, SS14 3WR.

Data protection enquiries and rights requests may be sent to the Data Protection Lead at DPO@centraltraininggroup.com. General enquiries may be made by telephone on 0800 783 2901.

2. Who this notice applies to

- prospective learners and applicants, including people who begin or submit an online application;
- learners, apprentices and former learners;
- parents, carers, emergency contacts and representatives;
- employees, workers, volunteers and job applicants;
- employers, placement providers, clients and business contacts;
- contractors, subcontractors, suppliers and professional advisers;
- website users, enquirers, event attendees and marketing contacts; and
- visitors to CTA premises and people recorded by CCTV.

3. Personal information we collect

Category	Examples
Identity and application	Name, date of birth, photograph, signature, applicant reference, Unique Learner Number where applicable, National Insurance number where required, and the identity evidence requested through the application process.
Contact and relationships	Postal address, email address, telephone number, emergency contacts and parent, carer or representative details where relevant.
Education and employment	Previous education, qualifications, prior learning, employment history, employer details, applications, interviews and references.
Programme and delivery	Enrolment, attendance, participation, reviews, learning activity, assessment, achievement, progression and destination information.
Eligibility and funding	Residency, eligibility, prior learning, funding status, evidence supporting funded delivery, bursary and learner-support information.
Financial	Bank details where payments are required, payment records, invoices, expenses, bursary awards and recovery information.
Equality, health and support	Equality monitoring information, health, disability, special educational needs, learning support, reasonable adjustments, welfare and safeguarding information.
Conduct and checks	Complaints, appeals, disciplinary matters, safeguarding concerns and criminal-offence information where collection is lawful and necessary.
Technical and online	IP address, device and browser information, system access and audit logs, application status, website interactions and cookie preferences.
Images, audio and CCTV	CCTV, photographs, video, recordings and marketing content where applicable.

4. Online applications and mandatory identity evidence

The online application service collects application information and mandatory identity evidence. CTA requires this information to verify identity and, where relevant, age, eligibility, residency, funding entitlement, prior records and the integrity of the application. The application form will identify the evidence required for the relevant programme.

- Providing required identity evidence is a condition of completing the application and eligibility-checking process. If required information is not provided, CTA may be unable to assess, progress or approve the application.
- Identity evidence will be accessed only by authorised staff and service providers who need it to administer, secure or support the application service.
- Applicant information and identity evidence are held within CTA's controlled Microsoft 365 and SharePoint environment and associated approved application processes.
- CTA will not use identity evidence for unrelated marketing or unrelated profiling.
- Where an applicant enrols, information needed for enrolment, funding, safeguarding and delivery becomes part of the learner record and follows the learner retention schedule.
- Where an application is unsuccessful, withdrawn or not progressed, the applicant record, including identity evidence, is retained for six months after the application is closed and then securely deleted, unless a documented legal, safeguarding, complaint, fraud-prevention or litigation hold applies.

5. How we obtain personal information

- directly from the individual through application forms, enrolment, correspondence, interviews, surveys and use of our services;
- from parents, carers or authorised representatives;
- from employers, schools, local authorities, careers services and placement providers;
- from the Department for Education, funding bodies, awarding organisations, end-point assessment organisations and regulators;
- from subcontractors and delivery partners;
- from public authorities, police, safeguarding partners or professional advisers where lawful;
- from website, application, Microsoft 365, SharePoint, security and CCTV systems; and
- from publicly available sources where relevant and lawful.

6. Why we use information and our lawful bases

Purpose	What we do	Lawful basis
Application, recruitment and enrolment	To respond to enquiries, assess suitability, verify identity and eligibility, arrange interviews and take steps towards enrolment or a training contract.	Steps before entering a contract; contract; legal obligation; legitimate interests in administering fair and secure admissions.
Education, training and assessment	To deliver learning, monitor progress, assess achievement, provide support and issue or facilitate qualifications.	Contract; legal obligation; public task where applicable; legitimate interests in effective delivery.
Funding, audit and assurance	To establish eligibility, evidence claims, submit returns, reconcile payments and support audits and investigations.	Legal obligation; contract; public task where applicable; legitimate interests in protecting public funds.
Safeguarding and welfare	To protect children and adults at risk, assess concerns, provide support and share information with safeguarding partners.	Legal obligation; vital interests; public task; substantial public interest conditions for special-category data.
Equality, health and support	To monitor equality, arrange reasonable adjustments and provide learning or welfare support.	Legal obligation; contract; substantial public interest, health/social care or employment conditions where applicable; explicit consent only where appropriate.

Purpose	What we do	Lawful basis
Payments and administration	To administer bursaries, learner support, payroll, supplier payments, debts and contracts.	Contract; legal obligation; legitimate interests in financial administration.
Security, fraud and complaints	To protect systems and premises, prevent and detect fraud, investigate incidents and handle complaints or legal claims.	Legal obligation; legitimate interests in security, fraud prevention and defending legal rights; substantial public interest where applicable.
Communications and marketing	To provide service communications and, where permitted, information about courses, events and opportunities.	Contract; legitimate interests; consent where required under data protection or electronic-marketing rules.

CTA identifies the lawful basis before processing begins. Consent is not used where another lawful basis is more appropriate. Where consent is used, it may be withdrawn without affecting earlier lawful processing.

7. Special-category and criminal-offence information

Special-category information may include health, disability, ethnicity, religion and other information requiring additional protection. CTA processes this information only where an Article 9 UK GDPR condition and, where required, a Data Protection Act 2018 Schedule 1 condition applies. Criminal-offence information is processed only where authorised by law and necessary for safeguarding, safer recruitment, legal claims, regulatory duties or another lawful purpose.

8. Who we share information with

- the Department for Education and other relevant funding or oversight bodies;
- Ofsted and other regulators or auditors;
- awarding organisations, end-point assessment organisations and assessment providers;
- employers, placement providers, schools, local authorities and careers services where relevant;
- subcontractors and delivery partners operating under contract;
- banks and payment providers where payments are made or received;
- professional advisers, insurers and auditors;
- police, safeguarding partners, courts, regulators or other public authorities where disclosure is lawful or required; and
- parents, carers or representatives where there is a lawful basis, appropriate authority, safeguarding need or other justified reason.

CTA does not automatically share all information with every organisation listed. Sharing is limited to what is necessary for the relevant purpose and subject to appropriate controls.

9. Processing providers and Microsoft 365

CTA uses service providers that process personal information on its behalf. These providers act under written terms and may include:

- Microsoft, for Microsoft 365 services including SharePoint and related security, storage, collaboration and administration functions;
- the supplier supporting or hosting the online application and recruitment service;
- IT support, cyber-security, backup, authentication, communications and website providers;
- finance, payroll, payment and document-management providers; and
- specialist delivery, assessment or support suppliers where they process information only on CTA's instructions.

Processors may use approved sub-processors. CTA requires appropriate confidentiality, security, assistance, deletion or return, audit and data-protection obligations. Some recipients, such as the Department for Education, awarding organisations, employers

or local authorities, may act as separate controllers for their own statutory or operational purposes. Their privacy notices explain their use of information.

10. International transfers

CTA does not routinely intend to transfer personal information outside the United Kingdom. Some technology providers may process or provide remote support from other countries. Where a restricted transfer occurs, CTA will use an approved legal safeguard and carry out the checks required by data protection law.

11. How long we keep information

Record	Retention
Unsuccessful, withdrawn or unprogressed applications, including identity evidence	Six months after the application is closed, unless a documented hold applies.
Applicants who enrol	Application information required for enrolment, funding, safeguarding or delivery transfers to the learner record.
Learner and funding records	Normally six years after learning ends, or longer where the applicable funding rules, contract, audit requirement or legal hold requires.
Employee records	Normally six years after employment ends, subject to longer or shorter periods for particular record types.
CCTV	Normally a short operational period unless footage is isolated for an incident, safeguarding matter, investigation or legal claim.
Other records	In accordance with CTA's Document Retention and Disposal Policy, legal requirements, contracts and the purpose for which the information is held.

At the end of the retention period, information is reviewed and securely deleted, anonymised, transferred or archived where there is a documented lawful reason.

12. Security

CTA uses proportionate technical and organisational measures designed to protect personal information against unauthorised access, alteration, loss, disclosure or destruction. Measures include role-based access, authentication, controlled SharePoint permissions, audit logs, secure transfer arrangements, staff confidentiality, access reviews, backup and incident-management processes. No system can be guaranteed completely secure, but suspected incidents are assessed and managed under CTA's incident-response arrangements.

13. Automated decision-making

CTA does not currently make decisions about applications or learners solely by automated means where the decision produces legal or similarly significant effects. If this changes, CTA will provide specific information about the logic involved, the significance and likely consequences, and the rights available.

14. Your information rights

- to be informed about how personal information is used;

- to request access to personal information;
- to ask for inaccurate or incomplete information to be corrected;
- to request erasure where the law permits;
- to request restriction of processing in applicable circumstances;
- to object to processing based on public task or legitimate interests in applicable circumstances;
- to receive certain information in a portable format where the right applies;
- to withdraw consent at any time where consent is the lawful basis; and
- to challenge qualifying solely automated decisions and request human involvement where applicable.

Rights are not absolute and depend on the circumstances and lawful basis. CTA may request proportionate evidence of identity before releasing information or acting on a request. Requests should be sent to DPO@centraltraininggroup.com.

15. Children and young people

Many CTA applicants and learners are under 18. CTA will use clear information, limit collection to what is necessary, apply higher safeguards and consider age, understanding and vulnerability when designing online services. Information will not automatically be disclosed to a parent or carer solely because a learner is under 18; disclosure will depend on authority, capacity, safeguarding, law and the circumstances.

16. Marketing, media and cookies

CTA will send electronic marketing only where permitted by law and will provide a simple way to opt out. Consent is used where required and may be withdrawn. Service messages about an application, programme, safety, funding or administration are not marketing. Photographs, video or learner stories used for promotional purposes will be managed under the applicable lawful basis and permissions. Website cookies and similar technologies are explained through CTA's cookie information and preference controls.

17. Data protection complaints

If you are concerned about how CTA has used your personal information, please contact the Data Protection Lead at DPO@centraltraininggroup.com. You may submit a data protection complaint electronically or in writing. CTA will acknowledge receipt within 30 days, take appropriate steps to investigate without undue delay, keep you informed where appropriate and tell you the outcome without undue delay.

You may also complain to the Information Commissioner's Office (ICO), the UK regulator for data protection. The ICO generally recommends raising the concern with the organisation first so it has an opportunity to respond, but this notice does not remove your right to approach the ICO. The ICO complaint service is available at ico.org.uk/make-a-complaint and its helpline is 0303 123 1113.

18. Changes to this notice

CTA will review this notice at least annually and update it when processing, systems, providers, law or regulatory guidance changes materially. The current version will be published on CTA's website and significant changes will be communicated where appropriate.

Appendix 1: Applicant Privacy Summary for the Online Form

Use this summary immediately beside or before the application submission button, with a link to the full Privacy Notice.

Central Training Academy Limited uses the information in this application, including mandatory identity evidence, to assess and progress your application, verify identity and eligibility, meet funding and safeguarding requirements, prevent fraud and contact you about your application. Required information must be provided for us to complete these checks; without it, we may be unable to progress your application.

Your application information is stored securely using Microsoft 365 and SharePoint and may be processed by approved technology and application-service providers acting for CTA. It may be shared with relevant funding, education, assessment, employer, local-authority or safeguarding organisations where necessary and lawful.

If you do not enrol, your applicant record, including identity evidence, will normally be deleted six months after your application is closed. If you enrol, information needed for your learner record will be retained under the learner retention schedule. Read the full Privacy Notice for details of lawful bases, recipients, international transfers, retention, your rights and how to complain.