

## **WATERSIDE TRAINING GDPR PRIVACY NOTICE**

This Privacy Notice describes what Waterside Training Limited does with the personal information you provide it with.

Occasionally you will be asked to give Waterside Training personal information about yourself in order to become a student or client, to use our systems and services etc.

It applies to information Waterside Training collects about:

- Visitors to Waterside Training's websites
- People who use or may use Waterside Training's services. This includes for example: -
  - employers who purchase training from Waterside Training
  - employers who employ an Apprentice trained by Waterside
  - Waterside apprentices
  - Members of Waterside Training workforce as well as applicants for vacancies
  - Individuals who request information from Waterside Training.
  - Visitors to Waterside Training
  - Organisations and individuals that provide services to Waterside

If you are asked to provide information to us, it will only be used in the ways described in this Privacy Notice.

The Privacy Notice will be updated on occasion and the latest version will be published on Waterside Training's website.

### **The categories of the information that Waterside Training collects, holds and shares includes, but is not limited to:**

- Personal information (such as name, student number, address, date of birth, national insurance number, photograph)
- Contact information (which may include phone number, email and postal address)
- Educational information (including qualifications, predicted grades, learning support needs, attendance information – number of absences and reasons and individual achievements)
- Characteristics (such as gender and if the same as at birth, age, ethnicity, first language, nationality, country of birth and free school meal eligibility)
- Photograph is used and stored for ID badges
- Financial information (bank details)
- Information about personal preferences and interests
- Company information (financial, staff, training needs analysis)
- Website usage data
- Alumni information
- Staff contract information (start dates, hours worked, post, roles and salary information, annual leave entitlement, employment history and professional development etc.)

## **WATERSIDE TRAINING GDPR PRIVACY NOTICE**

### **How we use this data**

The information will be used for purposes relating to education, training, employment, general advice services, well-being and research. Waterside Training may share non-sensitive personal information about you with other organisations.

Most of the information is passed to Government agencies to meet funding arrangements. Waterside Training is a Data Processor for the Education and Skills Funding Agency. This means that Waterside Training will pass most of the personal information and some of the sensitive information provided to the Education and Skills Funding Agency (ESFA). Where necessary it is also shared with the Department for Education (DfE).

The information is used for the exercise of functions of these Government departments and to meet statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009. It is also used to create and maintain a unique learner number (ULN) and a Personal Learning Record (PLR).

It is used:

- To process applications, enrolments and workforce development programmes and contracts
- For Waterside Training's own internal records so that it can provide you with a high quality service
- To contact individuals in response to a specific enquiry
- To customise Waterside Training's services so they work better for individuals
- To contact individuals about services, products, offers and other things provided by Waterside Training which it thinks may be relevant
- To contact individuals via e-mail, telephone or mail for research purposes

At no time will Waterside Training assume permission to use information which is provided for anything other than the reasons stated here.

The information provided may be shared with other organisations for purposes of administration, the provision of career and other guidance and statistical and research purposes, relating to education, training, employment and well-being.

This will only take place where the sharing is in compliance with the Data Protection Act.

Individuals may be contacted after they have completed their programme of learning to establish whether they have entered employment or gone onto further training or education. Further information about use of and access to personal data, and details of organisations with whom the data is regularly shared are available at:

<http://www.gov.uk/government/publications/sfa-privacy-notice>

In summary, Waterside Training has identified that it meets a number of lawful basis for processing (as set out in Article 6 of the GDPR): processing is necessary for a contract you have with the individual, the processing is necessary for you to comply with the law and processing is necessary for your legitimate interests or the legitimate interests of a third party.

## WATERSIDE TRAINING GDPR PRIVACY NOTICE

### Security

Waterside Training will hold information securely. To prevent unauthorised disclosure or access to information, it has strong organisational and technical security safeguards. If information is shared with another organisation (reasons for this are given in the section below) it will ensure an Information Sharing Agreement is in place.

Waterside Training follows stringent procedures to ensure it works with all personal data in line with the General Data Protection Regulation 2018.

### Information Sharing and Disclosure

Waterside Training does not sell or rent personal information.

Information may, by necessity, be disclosed to appropriate staff members of Waterside Training and to government bodies (as previously outlined).

Information may be shared with third parties if it is in connection with the service being provided to individuals, for example, Waterside Training might share information with market research companies contracted to undertake work on its behalf to assess satisfaction with Waterside Training's service. When Waterside Training does this it will always ensure an Information Sharing Agreement is in place.

If, as part of the entry requirements for a course or if an individual is applying for a job with Waterside Training, there is a need to take up a reference or obtain 'disclosure' from the Disclosure and Barring Service, we will inform you beforehand.

Any personal information Waterside Training hold about individuals is processed in accordance with the Data Protection Act 1998. Under the GDPR (General Data Protection Regulation), young people aged 16 and over can decide for themselves and give consent for the processing of their personal information.

Rental consent is not required. There may be exceptions in regards of students with severe learning difficulties, school link students and those who are otherwise unable to decide for themselves.

In general, Waterside Training can only share information if it has the person's consent, or there is a particular piece of legislation or agreement allowing it to share without consent.

### Visitors to website

When someone visits [www.waterside-training.co.uk](http://www.waterside-training.co.uk), Waterside Training collect standard internet log information and visitor details of behaviour patterns. It does this to find out things such as the number of visitors to the different parts of the site. It collects the information in a way which does not identify anyone. If it does want to collect personally identifiable information through its website it will be up front about this and will make the purpose clear.

## WATERSIDE TRAINING GDPR PRIVACY NOTICE

### Waterside premises

Waterside operates CCTV, individuals may be filmed in line with the guidance provided by the Information Commissioner. It is mandatory for all Waterside students and staff to wear an ID badge, which will feature a photograph of that individual.

### Use of Cookies

A cookie is a small file placed on a computer's hard drive. It enables Waterside Training's website to identify a computer as individuals views different pages on its website. Cookies allow websites and applications to store preferences in order to present content, options or functions that are specific to individuals. They also enable Waterside Training to see information like how many people use the website and what pages they tend to visit. All cookies used by this website are used in accordance with the current Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011.

Cookies do not provide Waterside Training with access to an individuals' computer or any information about them, other than that which they choose to share. Individuals can use their web browser's cookie settings to determine how Waterside Training's website uses cookies. If an individual does not want Waterside Training website to store cookies on their computer or device they should set their web browser to refuse cookies. However, please note that doing this may affect how Waterside Training's website functions. Some pages and services may become unavailable to the individual. Unless an individual has changed their browser to refuse cookies, Waterside Training's website will issue cookies when it is visited.

### Controlling Information about Individuals

When individuals fill in a form or provide their details on Waterside Training's website, there may be one or more tick boxes allowing them to:

- Opt in to receive marketing communications from Waterside Training by e-mail, telephone, text message or post
- If individuals have agreed that Waterside Training can use their information for marketing purposes, individuals can change their mind easily via one of the following methods.
  - Send an e-mail to [info@waterside-training.co.uk](mailto:info@waterside-training.co.uk)
  - Write to us – Data Protection Office, Waterside Training, Technology Campus, Pocket Nook Street, St Helens WA9 1TW

Waterside Training will not lease, distribute or sell personal information to third parties unless they have permission or the law requires us to.

## **WATERSIDE TRAINING GDPR PRIVACY NOTICE**

Any individual can request that Waterside Training delete their personal data. This request for erasure can be made by contacting Waterside Training.

As the GDPR regulation doesn't provide an absolute right to be forgotten by an organisation Waterside Training will review each request for erasure and will be assessed on a case by case basis.

### **Links from Waterside Training Website**

Waterside Training website may contain links to other websites. Please note that Waterside Training have no control of websites outside of [www.waterside-training.co.uk](http://www.waterside-training.co.uk) If an individual provides information to a website to which Waterside Training links, it is not responsible for its protection and privacy. Individuals are advised to read the privacy policy or statement of other websites prior to using them.

### **People who use Waterside Training services**

Waterside Training hold the details individuals provide in order to deliver programmes of study, Apprenticeships, workforce development programmes and other services which meet specific needs.

It only use these details to provide the service an individual has requested and for other closely related purposes. For example, it 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 or it might use information about an employer offering a student work experience to contact them about a new Apprenticeship scheme or grant.

Individuals are able to request that Waterside Training stop contacting them at any time. Information may by necessity be disclosed to appropriate staff members of Waterside Training, its service providers and to government bodies [to fulfil Waterside Training's statutory responsibilities] such as the Education and Skills Funding Agency, Ofsted, the Department for Education and auditors or to local partners. Any personal information Waterside Training hold about individuals is processed in accordance with the Data Protection Act 1998.

### **People who request information from Waterside Training**

If an individual requests information from Waterside Training by letter, telephone, email, submitting an enquiry card or from a sales appointment, Waterside Training will make a record of that enquiry and will use the information to provide the individual with a response. It will only use the information for these purposes and to provide a follow up service to ensure that it provided the individual with what they asked for.

Individuals are able to request that Waterside Training stop contacting them at any time.

## **WATERSIDE TRAINING GDPR PRIVACY NOTICE**

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

### **Accessing Your Own Personal Information**

Individuals have the right to ask for a copy of any of their personal information held by Waterside Training. They can make a 'subject access request' under the Data Protection Act 1998. To make a request contact please contact us on the address above.

### **Complaints or Queries**

If there are any questions about Waterside Training's collection and use of personal data please contact Waterside Training.

### **Changes to This Privacy Notice**

Waterside Training 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.