



May 2018

## **PRIVACY NOTICE**

### **Who will use your information?**

People 1<sup>st</sup> will register and use your personal data to manage your participation on your chosen course and to process your payment for your course. Your information will be entered on to a management information system and, in some cases, an e-portfolio system to which access is restricted by username and password to named staff.

### **What information do we collect about you?**

We collect information about you when you register with us for a course.

The information collected will be your name, address and date of birth, employer details, email and phone number.

If you choose to pay monthly by standing order we will also collect your bank details for the purposes of collecting payments.

In addition, we will collect:

- Information about your initial assessment and induction on the programme.
- Information about your time on a programme including your assessments and progress.
- Information about any additional support that you may have availed of to fully participate in the programme including information about any disability.
- CCTV footage in which you feature when you visit our premises;
- Information contained in and records of communications between us, including e-mails, letters and text messages.
- Information concerning your marketing preferences

### **How will we use the information about you?**

We need your information:

- To determine your eligibility.
- To register you with an awarding body on your chosen qualification.
- To monitor and record your progress.
- To claim and issue your certificate of achievement.

- To contact you about issues directly related to your participation in training (e.g. to arrange an observation or to inform you of changes that you need to be aware of or a follow up survey)

We will use your personal data for these purposes only.

### **Who will have access to your information or who will People 1st share it with?**

Only individuals with a specific need to access your information will be able to access it. These individuals will be contracted by People 1<sup>st</sup>, will have been made aware of the importance of protecting personal data; will be familiar with our security policy; and put our security procedures into practice.

If you are completing an accredited qualification, we will share your information with your awarding body in order to register you and claim your certificate. We will also share your data with the Learning Records Service in order to generate a Unique Learner Number.

If you have given consent, where appropriate, we will share information about your progress with your employer.

In the event that you do not pay for your course in full within a reasonable timeframe or 3 standing order payments are missed, we may share your information with the company solicitor or a debt collection agency.

### **Access to your information and correction**

Should you wish to access the information we hold on you, or have information we hold on you corrected, please submit a request using the appropriate contact details provided below.

### **The period for which we keep your information**

If you or your employer are paying for your qualification directly, we will retain personal data relating to your learning, assessment, and certification to enable us to provide information about your learning or a replacement certificate for a period of 5 years after your completion of your programme. If a government or European programme funds your programme there may be additional requirements for us to keep your information; you will receive a separate statement detailing how long we will keep your information.

### **Changes to this privacy policy**

You will be notified if changes are made to this privacy policy.

### **How to contact us**

You can contact us by email at [people@people-1st.co.uk](mailto:people@people-1st.co.uk)