

Training & Skills Privacy Notice

Introduction

Groundwork North Wales are a community charity who change places and change lives by delivering projects to build stronger communities, tackle climate change, combat fuel poverty and get people back to work. We are also a training provider, offering and delivering a wide variety of regulated and bespoke courses for individuals and the workplace.

Groundwork North Wales is committed to being transparent about how it collects and uses data and to meeting its data protection obligations.

This privacy notice explains what personal data (information) Groundwork North Wales holds about you in relation to our Training & Skills services, how we collect, how we use and how we may share information about you. We are required to give you this information under data protection law.

How we collect your personal information and the types of information we collect

In the course of recruitment, engagement, planning and delivering training and learning, we collect the following personal information when you provide it to us:

- personal information (such as name, address, contact details) provided by you/your employer when enrolling for training
- information about your next of kin and/or emergency contact
- information relating to your employment, particularly where your employer is supporting your learning
- details about your first language, and Welsh language levels and preferences;
- information about medical or health conditions, including whether or not you have a disability for which the organisation needs to make reasonable adjustments
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

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 GDPR, we will inform you whether you are required to provide certain learner information to us or if you have a choice in this.

How we use your personal information

Groundwork North Wales needs to process your personal information in order to provide our training services to you and meet our obligations.

We use your personal information to:

- process your enrolment onto our training courses
- contact you, via email, phone, text or post about issues relating to your course(s).
- send you course information in the format as detailed to you/requested
- support learners individually with training needs as applicable
- register learners for regulated and accredited qualifications and non-accredited courses
- inform you of special offers, promotions, website changes, and new services in relation to training that may be of interest, if you have consented for us to do so
- other administrative purposes:
 - Providing information (e.g. course changes, cancellations, online joining instructions)
 - Ensuring safeguarding across the organisation;
 - Carrying out audits;
 - Compliance with Health and Safety legislation;
 - Monitoring our performance

Why we collect information about you

We collect personal information about you when you register for any type of training course with us to enable us to process your enrolment, contact you as applicable in relation to the training, provide ongoing administration and to register your qualifications/accreditations gained as a result of the training as applicable.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time.
- b) We have a contractual obligation.

Who we share your personal information with

For the purposes referred to in this notice we may be required to share your data with the following third parties.

- Awarding bodies for regulated and accredited courses related to the qualification(s) you are undertaking with us
- Relevant external organisations where it is necessary for us to do so to comply with our safeguarding duty

- Internal and external auditors, regulatory bodies
- Government departments and agencies where we have a statutory obligation to provide information
- Schools, colleges and other providers of education and training
- Designated emergency contacts if required when attending a face to face course.

If a learner's sponsor or employer is paying for their course then we will include their name details on the invoice sent to the employer for payment.

We will share personal information with law enforcement or other authorities if required by applicable law.

How we store your personal information

Your personal information is securely stored within the organisation's data management system and in other IT systems including the organisation's email system. Groundwork North Wales holds a current Cyber Essential qualification.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to people who have a business need to see it.

How long we will keep your personal information

We will hold your personal information securely and retain it for as long as is required by the awarding/funding bodies and audit requirements in relation to the training you have enrolled on, after which the information is archived or deleted as appropriate. We can provide this information on request after enrolling if required.

Your data protection rights

Under data protection law, you have the right:

- To ask us for access to personal information about you that we hold.
- To have your personal data rectified, if it is inaccurate or incomplete.
- To request the deletion or removal of personal data where there is no compelling reason for its continued processing.
- To restrict our processing of your personal data in certain circumstances.
- To object to the processing of your personal information in certain circumstances.
- To ask that we transfer the personal information you gave us to other organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. We will always seek to comply with your request however we may be required to hold or use your information to comply with legal duties.

For further information about your rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under GDPR on their website. www.ico.org.uk

Contacting us about your information

If you would like:

- more information about how we process your personal information
- to make a request about your information – for example to request a copy of your information or to ask for your information to be changed

Please contact Christine Bowyer, Head of Shared Services at the following addresses:

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LL11 5SZ

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