

## Privacy Notice

**The Skills People Group are the data controller for your personal information.** Skills People Group consists of the following companies:

- The Construction Skills People Limited
- C&G Assessments and Training Ltd
- Training Futures UK Ltd

## What information do we collect about you?

We collect information when you register for a course or make an enquiry via email, phone or on the website.

We may collect

- Full name
- Full postal address
- National Insurance number
- DOB
- Nationality
- Ethnicity
- Learning difficulties and disabilities
- Home telephone number
- Mobile number
- Email address
- Emergency contact details (name, address, relationship, contact number and email)
- Employment status
- Household Situation
- Education and Training History (prior attainment)
- ULN (unique learner reference)
- Eligibility (Birth certificate, passport, visa or home office letter, Driving Licence, NI Number, Identity card issued by the Home Office, P60, Payslip, Contract, Letter from Employer)

We may also collect information via a third-party such as your employer or the organisation who intends to place you on a course.

## How information about you will be used

We may share your information with third-party funding providers to enable us to access training funds, awarding bodies to enable certification to be awarded, general third-parties to enable us to provide you with our services and with UK government entities where we are legally bound to do so.

We have a robust process for selecting and engaging with our third-party providers and we ensure they have robust DPA 2018 and GDPR 2018 processes in place.

If you wish to find out the third-parties we share your information with please contact our DPO (Data Protection Officer) at [quality@skillspeoplegroup.com](mailto:quality@skillspeoplegroup.com)

We may use your information to:

- Enrol you on courses
- Provide trainers with information to verify your attendance
- Provide assessors with your information to assess your coursework
- Obtain funding from third-party providers
- Provide notifications of impending expiration for your certification(s)
- Keep a record of your attendance, grades and certifications
- Notify you of changes to certifications you hold
- Process payments

We will not transfer any information to countries outside the EEA

## Marketing

We may wish to send you information about services we offer. We will only do this if you have opted-in to receive this information and you may opt-out at any time.

## Calls

Calls are recorded for training and quality purposes.

## Your correspondence with the Skills People Group

If you correspond with us by email, the postal service, or other form of communication, we may retain such correspondence and the information contained in it and use it to respond to your inquiry or to keep records of any complaints or issues. As always, if you wish to have Skills People Group “erase” your personal information or otherwise refrain from communicating with you, please contact us at [quality@skillspeoplegroup.com](mailto:quality@skillspeoplegroup.com)

## What happens if you don't give us your data

You can enjoy much of the information on our website without giving us your personal data. Some personal information is necessary so that the Skills People Group can supply you with the services you have purchased or requested, and to authenticate you so that we know it is you and not someone else. You may manage your Skills People Group subscriptions and you may opt-out of receiving marketing communication at any time.

## Use of the Skills People Group websites

As is true of most other websites, the Skills People Group's websites collect certain information automatically and stores it in log files. The information may include internet protocol (IP) addresses, the region or general location where your computer or device is accessing the internet, browser type, operating system and other usage information about the use of our website, including a history of the pages you view. We use this information to help us design our website to better suit our users' needs. We may also use your IP address to help diagnose problems with our server and to administer our website, analyse trends, track visitor movements, and gather broad demographic information that assists us in identifying visitor preferences. The skills peoples group websites also use cookies and web beacons. It does not track users when they cross to third-party

websites, does not provide targeted advertising to them, and therefore does not respond to Do Not Track (DNT) signals.

## Cookies and web beacons

Cookies are pieces of data that a website transfers to a user's hard drive for record-keeping purposes. Web beacons are transparent pixel images that are used in collecting information about website usage, e-mail response and tracking.

## Automated decision-making or profiling

We carry out no automated decision-making or profiling on data you provide us

## Data subject rights

The European Union's General Data Protection Regulation and other countries' privacy laws provide certain rights for data subjects. A good explanation of them (in English) is available on the website of the United Kingdom's Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk)

This Privacy Notice is intended to provide you with information about what personal data Skills People Group collects about you and how it is used. If you have any questions, please contact us at [quality@skillspeoplegroup.com](mailto:quality@skillspeoplegroup.com)

If you wish to confirm that Skills People Group is processing your personal data, or to have access to the personal data we may have about you, please contact us at [quality@skillspeoplegroup.com](mailto:quality@skillspeoplegroup.com)

You may also request information about: the purpose of the processing; the categories of personal data concerned; who else outside of Skills People Group might have received the data from us; what the source of the information was (if you didn't provide it directly to us); and how long it will be stored. You have a right to correct (rectify) the record of your personal data maintained by us if it is inaccurate. You may request that we erase that data or cease processing it, subject to certain exceptions. You may also request that Skills People Group cease using your data for direct marketing purposes. In many countries, you have a right to lodge a complaint with the appropriate data protection authority if you have concerns about how Skills People Group processes your personal data. When technically feasible, Skills People Group will—at your request—provide your personal data to you or transmit it directly to another controller.

Reasonable access to your personal data will be provided at no cost upon request made to Skills People Group at [quality@skillspeoplegroup.com](mailto:quality@skillspeoplegroup.com). If access cannot be provided within a reasonable time frame, we will provide you with a date when the information will be provided. If for some reason access is denied, we will provide an explanation as to why access has been denied.

## Security of your information

To help protect the privacy of data and personally identifiable information you transmit through use of our websites and paper forms, we maintain physical, technical and administrative safeguards. We update and test our security technology on an ongoing basis. We restrict access to your personal data to those employees who need to know that information to provide benefits or services to you. In addition, we train our employees about the importance of confidentiality and maintaining the privacy and security of your information. We commit to taking appropriate disciplinary measures to enforce our employees' privacy responsibilities. Please note that e-mail communications are typically not encrypted and should not be considered secure.

## Data storage and retention

If you reside or are located in the EEA we will only store your information for as long as necessary.

Your personal data is stored by skill people group on its servers and physical file stores. Skills People Group retains data for the duration of the customer's or business relationship with us. For more information on where and how long your personal data is stored, and for more information on your rights of erasure and portability, please contact our privacy officer at

[quality@skillspeoplegroup.com](mailto:quality@skillspeoplegroup.com)

## Changes and updates to the Privacy Notice

By using this website, you agree to the terms and conditions contained in this Privacy Notice and Conditions of Use and/or any other agreement that we might have with you. If you do not agree to any of these terms and conditions, you should not use this website or any Skills People Group services. You agree that any dispute over privacy or the terms contained in this Privacy Notice and Conditions of Use, or any other agreement we have with you, will be governed by the laws of the United Kingdom.

As our business changes from time to time, this Privacy Notice and Conditions of Use is expected to change as well. We reserve the right to amend the Privacy Notice and Conditions of Use at any time, for any reason, without notice to you, other than the posting of the amended Privacy Notice and Conditions of Use at this Site. We may e-mail periodic reminders of our notices and terms and conditions and will e-mail customers of material changes thereto, but you should check our website frequently to see the current Privacy Notice and Conditions of Use that is in effect and any changes that may have been made to it. The provisions contained herein supersede all previous notices or statements regarding our privacy practices and the terms and conditions that govern the use of this Site.

## Contacting us

Skills People Group is headquartered at: Skills People Group, Unit 1 The Bridge Business Centre, Beresford Way, Chesterfield S41 9FG in the United Kingdom. Skill People Group have appointed an internal Data Protection Officer. Should you have any questions or concerns about Skills People Group personal data policies or practices, you can reach out to us at the following address:

**Telephone:** 01246 589459

**Email:** [quality@skillspeoplegroup.com](mailto:quality@skillspeoplegroup.com)

**In writing:** The Data Protection Officer (Quality Team), Unit 1 The Bridge Business Centre, Beresford Way, Chesterfield S41 9FG

