

WEBS Training Ltd – Privacy Notice

Purpose of this Notice

This Notice explains how we collect and use your personal data. WEBS Training Ltd collects, uses and stores information about the individuals it works with throughout the course of its business as a government funded training provider. This means that we process your personal data or information, and it is your right to know how we use this information, how it is stored, who it is shared with, and how you can obtain access to it.

WEBS Training Ltd is committed to ensuring that your privacy is protected and that the information held by us is secure. In order to prevent unauthorised access or disclosure, we have put in place physical, electronic and managerial procedures to safeguard and secure the information we collect from you, including your online details.

Change in the Law

Until 24 May 2018, we shall process your personal data in accordance with the Data Protection Act 1998 (DPA). From 25 May 2018, we shall process your personal data in accordance with the General Data Protection Regulation (GDPR). This notice complies with requirements under both the DPA and the GDPR.

Changes to this Notice

Prior to implementation of the GDPR, we are likely to make changes to this Notice. Any updates will be made available to all WEBS learners and can be accessed on the **studentshared** drive under **learner policies & procedures** and on our **Moodle e-learning Platform**.

Anything you are not clear about

If there is anything you are unclear about please contact our Data Protection Champion who can answer any queries you may have concerning this Notice, or the way in which we process your personal data. Our Data Protection Champion's contact details can be found at the end of this Notice.

What can you ask us for?

As an individual engaged with WEBS Training, whether as a learner or apprentice, you can ask us:

- how we use your information
- who we pass it to
- for a copy of the information we hold on you
- to correct it if the information is wrong
- to delete the information we hold on you .

As an organisation we will:

- not allow the information to be used or seen by anyone who should not see it
- give you a copy of your personal information if you ask for it within 1 month of verifying your request.

Why and what lawful basis do we collect personal information about you?

We have a lawful and contractual requirement to collect this information by the Department for Education, Ofsted (our regulatory body), and our funding bodies, including the Education & Skills Funding Agency (ESFA), in order to deliver our services to the required standards and to secure funding. However, WEBS have an obligation to process this information in order to meet its contractual obligations to you, having entered into a training or apprenticeship programme, with us. WEBS also has a legal obligation to you to safeguard your personal information under the Apprenticeships, Skills, Children & Learning Act 2009. Please also refer to the [ESFA privacy notice.pdf](#).

Where does WEBS Training Ltd get your personal data from?

We obtain personal data about you from the following sources:

- From you directly when you disclose personal data on your application to us, when you provide contact details having attended events or open days and during the course of your programme or when accessing our services or resources (e.g. learning support sessions, functional skills support).
- From third party sources (such as your Personal Learner Record to check your qualifications, referral agencies if you are being referred, your employer if you have commenced a programme with them). Where we obtain personal data from third party sources, we will look to ensure that the third party has lawful authority to provide us with your personal data.

Categories of Personal Data Being Processed

WEBS Training Ltd collects and processes a broad range of personal data about you in order to deliver our services to you as a learner/apprentice.

The sort of information we keep includes:

- Your name, age or date of birth and National Insurance Number
- Your contact details including address, email address and telephone numbers
- Emergency contact or next of kin details
- Education and attainment details

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- Demographic information such as postcode, preferences and interests
- Other information relevant to your programme.

Personal data may also contain 'sensitive personal data' as described under the DPA and 'special categories of data' as described under the GDPR. Such 'sensitive personal data' or 'special categories of personal data' will include information about your racial or ethnic origin, religious beliefs, political opinions, membership of a trade union, physical or mental health, or, in relation to the DPA only, information concerning any criminal offences or criminal proceedings.

When you apply to us, you have the option not to provide certain types of 'sensitive personal data' or 'special categories of personal data'.

What do we use the information for?

We will use the information collected from you to confirm your eligibility, enrolment and participation in our training and apprenticeship programmes, and to secure funding for your programme. We will use your information for our own internal record keeping. We will also use your information to ensure we protect your health, safety and welfare and by providing you with any identified support.

As an organisation committed to excellence, we may want to use your information to send you emails about progression opportunities or other information which we think you may find interesting. Sometimes we may also use your information to contact you for internal market research purposes and use the information you provide to further improve our programmes according to your feedback. Before we use your information in this way, we will ask for your agreement and obtain your consent to do this.

CCTV camera

Parts of WEBS premises are subject to CCTV surveillance. This is to ensure learners remain safe and secure. As a natural consequence, learners/apprentices may be subject to recording.

Cameras are located in the main workshop, at reception, the front staff office, the IT & Design learning suites and learning suites 1 and 2

Video surveillance is only retained for 3 months before automatic deletion. But recordings may be used for the purpose of safeguarding incidents and may be passed onto the Police.

Photographs

We will take and use photographs of learners/apprentices for use in the following:

- to collect as evidence of apprenticeship achievements
- to create and display case studies around the building
- to publicise good news stories/case studies on social media and/or other external publications

Who do we share your information with?

We will need to share the information we hold about you such as your personal details, education details, employment details, achievements and attendance with:

- WEBS staff working with you to deliver programmes of training and/or support
- Ofsted (the Regulatory Body for Training & Education)
- Your Employer
- Funding agencies such as the Education & Skills Funding Agency and its auditors
- Awarding Bodies where you are working to an accredited qualification such as City & Guilds, who verify your qualification and award your certificates
- Referrers (such as job centres, multi-agency teams etc)
- Local Authorities for 16-18 year olds to comply with their statutory duty to monitor Raising of the Participation Age.

There may be occasions when we are legally required to share information with statutory agencies such as the Police, Local Authorities, Courts or HMRC. This may be in relation to Safeguarding risks, criminal or civil proceedings, or fraud. Information can be shared without your consent in these circumstances.

We will not sell, distribute or release your personal information to third parties unless we have your permission or are required by law to do so.

How do we share your information?

We will share you information via a secure upload to the Education and Skills Funding Agency web Portal.

How long do we keep your information?

We will keep your details and the documents associated with your learning programme on file for a period of 2 years from the end of the programme in line with awarding body and audit requirements.

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Any financial documentation related to the funding of your programme must be lawfully retained for the period set by the funding body (e.g. Education & Skills Funding Agency). This is usually for up to 10 years after the end of the financial year in which your programme is completed as a minimum as dictated by European Social Funding rules.

Unwanted Communication

We will from time to time communicate with you by email, post, telephone and text. If at any stage you are concerned about the content of these communications, e.g. unwanted marketing information, then please follow any available unsubscribes links or instructions in the communications; or contact our Data Protection Champion.

How to get a copy of the information we hold on you

You have the right to make a Data Subject Access Request to receive a copy of the information we hold about you. No payment is required (unless it is deemed to be excessive), and we will provide the information to you within one month of receiving and verifying your request.

To request a copy of the information we hold on you, you will need to contact the Data Protection Champion at WEBS Training Ltd. Please send requests in writing to **Lorraine Jameson**, WEBS Training Ltd, The Poplars, Wollaton Road, Beeston, Nottingham NG9 2PD, or by email to l.jameson@webstraining.com

You will need to provide:

- Your full name, date of birth and current address
- A copy of one form of identification, e.g. a driving licence or passport or Birth Certificate

What is non-accessible information?

We will be as open as we can about the information we keep on you, but there are certain limits to what we can legally give you access to. For example, we will not give you information:

- about other people, including members of your family
- that needs the permission of the person(s) who gave it to us before we can pass it on to you
- that may cause harm to you or another person

We will inform you if there is any information that we cannot share with you.

What else can you ask us for?

As well as your right to access the information we hold on you by making a Data Subject Access Request, you also have the right to have the information amended, to have it deleted, to have the processing restricted or to object to the processing. This may apply if you believe the information we hold on you is not accurate, untrue or is incomplete. In these circumstances, you should contact the Data Protection Champion for WEBS Training Ltd.

What if you are not happy with what is happening with the information we keep about you?

Firstly please talk to the Data Protection Champion, Lorraine Jameson at WEBS Training Ltd. You can contact her on 01159 677771 or via email at l.jameson@webstraining.com

If you are still not happy with how we are dealing with your information, you can write to the Information Commissioner's Office and ask them to look at the procedures we are following. You can contact the **Information Commissioner** at: Information Commissioner's Office Whycliffe House, Water Lane Wilmslow, Cheshire SK9 5AF

Further information about the work of the Information Commissioner and about data protection can be found at www.ico.org.uk.

About this Notice

This Notice and associated Consent Form are provided to all training and apprenticeship participants at sign up and, where relevant, subcontracted service providers, at the point of the Contract offer.

A copy is also available on:

- the WEBS Training Studentshared drive
- the website www.webstraining.com
- [Moodle](#)
- request

Website Access and Usage

Our websites use cookies, A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site.

Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes, by gathering and remembering information about your preferences.

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WEBS uses Google Analytics to understand how the website is being used in order to improve the user experience. User data is all anonymous.

Overall, cookies help us to provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

For more information on cookies you can visit <https://ico.org.uk/for-the-public/online/cookies/>

Declaration & Consent

I Agree

I understand that during the time spent at WEBS Training Ltd on a Government funded programme, WEBS will collect, process, store and share my personal information as described above.

I understand and give consent that during my time on the programme Webs may wish to take photographs/video clips of activities that involve me which may be used for assessment purposes, displays, publications and social media or external publications.

Photography or filming will only take place with the permission of the Managing Director and under appropriate supervision. When photography is carried out by the news media, learners will only be named if there is a particular reason to do so (e.g. they have won a prize), and home addresses will never be given out.

I understand and give consent that WEBS staff may contact me via the use of a company provided mobile phone and email address e.g. in the case of un-notified absence.

I understand that if I have any questions about the content of this Privacy Notice I am able to talk to someone at WEBS Training Ltd

I understand that where there may be a safeguarding issue that confidentiality cannot be guaranteed if there is a risk of harm or life.

I understand and give my consent to be contacted for surveys about my training programme.

I am happy to receive communication by:

Email

Telephone

Post

Text

Signed.....NAME.....Date:.....
Apprentice/Learner