

Introduction

WEBS Training Ltd has created this document to demonstrate its commitment to data privacy and its alignment to the requirements of the Data Protection Act 1998 and, in substitution from 25 May 2018, the General Data Protection Regulation 2018 (“GDPR”) in respect of handling and processing personal data.

WEBS Training Ltd is registered with the UK Information Commissioner’s Office as a Data Controller and Data Processor.

Your privacy is important to us and we will keep your Personal Data secure in accordance with our legal responsibilities. We will take reasonable steps to safeguard your Personal Data against it being accessed unlawfully or maliciously by a third party.

The principles of the Data Protection Act/GDPR shall be applied to all data processed:

- Processed fairly and lawfully
- Obtained only for lawful purposes, and is not further used in any manner incompatible with those original purposes
- Accurate and, where necessary, kept up to date,
- Adequate, relevant and not excessive in relation to the purposes for which it is processed
- Not kept for longer than is necessary for those purposes
- Processed in accordance with the rights of data subjects under the DPA
- Protected by appropriate technical and organisational measures against unauthorised or unlawful processing and against accidental loss, destruction or damage
- Not transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection of the personal information

Changes to this Notice

Any updates will be made available to all WEBS Employers and can be accessed on the **WEBS Training website** at www.webstraining.com

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.

Please read the following carefully to understand our practices regarding personal information and how it will be treated.

Our Purpose for Processing your Personal Information

In our contact with you, you may choose to voluntarily give us certain information which we may process. It is important that you seek permission from the employee contacts if you provide their personal data to us. We may use the employee contact’s personal data for the functions described in the WEBS Training Ltd Apprenticeship Agreement, which include:

- Undertaking a business/training needs analysis for your organisation
- in response to entering into a contract for the delivery of training
- billing information
- information about other personnel and contacts for the employer. For example, health and safety, CPD and other policies that may include personal data.
- communicating activities between the Employer and WEBS Training Ltd. For example, to inform the employer of non-attendance.
- identifying relevant people with whom we should communicate in order to organise and undertake observation/assessment visits and training.
- communicating regulatory changes and updates, and, if permitted, marketing WEBS Training products or services.

- Sourcing discontinued or prototype products for the benefit of our apprenticeship programme.

It is important that contractual arrangements with employees clearly set out how you will use their data and with whom it could potentially be shared. We require all our employers to comply with the GDPR.

By adding individuals' personal data to WEBS systems, or by sending personal data via email or by other methods to WEBS Training Ltd, you give consent to us processing the data and you confirm that you have obtained the appropriate consent from the relevant individuals for the personal data to be processed by WEBS Training Ltd.

Use of CCTV camera

When you/your employees visit WEBS premises you may inadvertently be recorded on CCTV. This is used for the purpose of staff and learner security and safeguarding. In exceptional cases recordings may be shown/passed to the Police in any unlawful situations. All recordings are automatically deleted after 3 months.

Lawful Basis for Processing your personal information

We will only process your personal information where we have a lawful requirement to do so. The lawful requirement will depend on the purposes for which we have collected and will use your personal information. In almost every case the lawful requirement will be one of the following (ref Article 6 of the GDPR):

- **Compliance with law:** e.g. where we are subject to a legal obligation and need to use your personal information to comply with that obligation such as entering into a contract for apprenticeship training under the Apprenticeships, Skills, Children & Learning Act 2009.
- **A Legitimate Interests:** e.g. where it is necessary for us to understand our customers needs, promote our services and operate effectively in a way which does not unduly affect your privacy and other rights.
- **The Performance of a Contract** or take steps to enter into a contract e.g. employment/training contracts.
- **To Protect the Vital Interests of a data subject** or other person for example in the case of a safeguarding incident.
- **Consent:** For example, where you have provided your consent to receive certain marketing from us.

WEBS Training Ltd will ensure any use of personal data is justified using at least one of the conditions for processing and this will be specifically documented. All staff that are responsible for processing personal data will be aware of the conditions for processing.

What personal information do we collect about you

We may collect and process the following personal information about your employees which you provide to us:

- Name, job title (in the case of managers, supervisors, coaches etc)
- contact details (such as company name, email and telephone number) for the purpose of organising observations/training visits etc;
- support needs (where we may be required to provide additional support to an apprentice)
- Photo images and signatures (in line with WEBS Apprenticeship evidence requirements).
- responses to any customer satisfaction surveys

Where we store your personal information and how long for

Dependent upon the reason for collecting and processing your data, storage and retention may differ for example.

- For employer visitors to the building, data will be held on a tablet located at reception. Records will be deleted after 2 months.
- For prospective new employers who telephone or send an email enquiring about our services, your data will be retained whilst the enquiry is processed to conclusion. Personal data will be deleted after 6 months of the date of last contact where no further action has been taken. Where action taken results in a contractual agreement, we will retain your records in relation our retention schedule.
- For contracted employers, we will keep contractual agreements on file in line with funding body requirements as stipulated in our retention schedule.

Data is held both in paper files and on our computer systems (email, hard drives, and cloud facilities). This information can only be accessed by employees within WEBS who work with you, the employer and your apprentice(s) and only when it is necessary to perform any administration tasks associated with or incidental to the service we provide.

All paper files are held in lockable cupboards and archiving records in locked rooms. We have a retention policy which identifies date of destruction.

WEBS Training Ltd will not retain personal information for longer than necessary and only for the purpose for which it was given. After the retention deadline has passed the data will be deleted/securely destroyed. This includes electronic and hard copy data.

Security and performance

WEBS are committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorised access, use or disclosure. For example, we store the personal information you provide in computer servers with limited access that are located in controlled facilities. No data is exported outside of the EEA. Data is frequently backed up. Offices are secured where manual files are retained.

WEBS email data is stored with Microsoft located in EU data centres and follows Microsoft's standard security and backup processes. When we transmit sensitive information (such as address or date of birth) over the internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol. SSL is an industry standard to ensure internet messages are not intercepted.

Webs Training Ltd uses third party services to help maintain the security and performance of the WEBS Training networks and website. When contracting with 3rd parties we will work hard to ensure that the service provider is fully GDPR compliant.

Controlling your Personal Information

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

As part of our contractual relationship under the Apprenticeship, Skills, Children & Learning Act we will share employer details with our funding body such as employer name, EDRS number, company address, size of company etc. This will not normally include any personal data. However, there may be occasions where personal data is shared in the following examples.

- Where WEBS is being inspected by Ofsted (the Regulatory Body for Training & Education)
- Where we are being audited by the Education & Skills Funding Agency or other Government Department
- An End-Point Assessment Organisation for the purpose of organising end-point assessment

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Data Disposal:

WEBS Training Ltd recognises that the secure disposal of redundant data is an integral element to compliance with legal requirements and an area of increased risk.

All data held in any form of media (paper, tape, electronic) shall only be passed to a disposal partner with demonstrable competence in providing secure disposal services. All data shall be destroyed or eradicated to agreed levels meeting recognised national standards.

Disposal of IT assets holding data shall be in compliance with ICO guidance:

Marketing

WEBS Training Ltd maintains an employer database that contains the basic details of Employer contacts that currently have contractual relationships or have had contractual relationships with WEBS Training Ltd in the past. We will use this database to contact you about surveys, events, training opportunities or apprenticeship services which we believe will be of legitimate interest to you, as well as provide general updates via email.

You can opt out of this by sending a request specifying your new choice to data@webstraining.com. We may at times contact you by email with important updates that you must be made aware of as an Apprenticeship employer. These updates are mandatory and for regulatory reasons you are unable to unsubscribe from these.

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.

WEBS use 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/>

Your Rights

You have certain rights in relation to your personal information. These include: the right to:-

- be informed about the collection and use of data
- withdraw consent to the processing of all or some of your information
- request that information is erased,
- request that information is corrected if it is incorrect
- Receive a copy of your personal information.
- data portability and
- in relation to automated decision making

For more information on your rights, please visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

We will handle any request to exercise your rights in accordance with applicable law and any relevant legal exemptions. If you wish to exercise any of these rights please contact us using the contact details below.

You may also have the right to complain to a data protection authority if you think we have processed your personal information in a manner which is unlawful or breaches your rights. In the first instance, if you have such concerns we ask that you initially contact us (using the contact details below) so that we can investigate, and hopefully resolve, your concerns.

Where this has been explored and you feel you have not had a satisfactory response with regard to the processing of your data you can write to:-

Information Governance Department
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Subject Access

All individuals whose data is held by us, have a legal right to request access to such data or information about what is held, provided there is no undue burden and it does not compromise the privacy of other individuals. If you wish to make a Subject Access request, please contact our Data Protection Champion at data@webstraining.com to request a 'Subject Access Request Form'

Withdrawing Consent

Where we have collected the personal information based on your consent and we have no other lawful basis to continue with that processing, if you subsequently withdraw your consent then we will cease any further processing of your data and delete/securely destroy. Please contact WEBS Training Ltd via the details below.

Contact Us

Questions and comments regarding this privacy notice should be sent to: data@webstraining.com marked for the attention of the Data Protection Champion, or you can write to The Data Protection Champion at WEBS Training Ltd, The Poplars, Wollaton Road, Beeston, Nottingham NG9 9PD.

Data breach incidents

In line with our regulatory requirements, WEBS Training Ltd has a procedure for potential data breaches. This procedure includes the required notifications to be sent to the Information Commissioners Office and to customers as appropriate. This is reviewed annually and may be subject to change.

The General Data Protection Regulation 2018

WEBS Training Ltd has adapted its policies and procedures to ensure it is compliant with the GDPR. This document has been produced to represent our current status and will be reviewed annually and updated as processes are developed.