

Title: Privacy Notice – Learner Information



As a training provider, we have responsibility under the General Data Protection Regulations to ensure that learners are informed of how their information is processed and shared. For the purpose of data protection legislation, B-Skill Ltd is the 'controller' of your personal information. This means that we are responsible for deciding how we hold and use personal data about you.

You have been given this Privacy Notice because B-Skill collects, uses and stores information about all learners on our programmes. This means that we process your personal data, and it is your right to know how we use this data, whether it is stored electronically or in paper records.

B-Skill is committed to ensuring that your privacy is protected and that the information held by us is secure. This information is submitted to B-Skill through APTM. Only pre-approved users have access to the APTM system by means of a secure log-in which is provided by B-Skill.

Consent

We ask that you read this Privacy Notice and confirm your understanding and agreement to B-Skill processing your personal information by signing the APTM digital enrolment record. B-Skill does not knowingly register or collect personal identifiable information from anyone under the age of 16. If you, or a parent or guardian, has cause to believe that a child has provided us with personal information, please contact us immediately.

What can you ask us for?

As an individual in learning with B-Skill, 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 any wrong information
- To erase 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 one month of verifying your request

Why do we collect personal information about you?

We collect information to allow us to carry out the work of B-Skill delivering learning programmes in our centres, in employers' premises, in community sites, and through our dedicated e-learning platforms. We are required to collect this information by the Department for Education, Ofsted and our funding bodies, such as the Education & Skills Funding Agency, to deliver our services to the required standards and to secure funding. The processing of information collected during the enrolment process on any B-Skill programme is required for us to meet the legal contractual obligations under the Apprenticeships, Skills, Children & Learning Act 2009.

At enrolment, we require your consent to processing your information in line with this Privacy Notice. You have the right to refuse to provide this consent however it should be noted that if you fail to provide the information required for enrolment and completion of any learning programmes, or information for funding purposes, B-Skill may be unable to fulfil the contract for the provision of services to you. You also have the right to withdraw your consent to us processing your personal data at any time and this can be done by informing our Learner Data Protection Officer, but again, this may affect the continued delivery of any training programme in which you are enrolled.

What do we use the information for?

We will use the information collected from you for;

- Enrolment, progression and completion of our training programmes and to secure funding for you.
- Our own internal record keeping.
- To ensure we protect your health, safety and welfare

What sort of information do we keep?

The information we keep may include:

- Personal identifiers and contacts, such as name, age, date of birth, Unique Learner Number, National Insurance Number
- Contact details including address, email address and telephone numbers
- Assessment and attainment
- Emergency contact details
- Medical and health information
- Special educational needs
- Safeguarding information (such as professional involvement)
- Unspent criminal convictions

To comply with GDPR, we will inform you when information is required and when you have a choice in the information you provide.

Why we collect and use learner information

We collect and use learner information for the following purposes:

- Support learner learning
- Monitor and report on learner attainment progress
- Provide appropriate learner support
- Assess the quality of our services
- Keep learner safe (food allergies, or emergency contact details)
- Meet the statutory duties placed upon us for data collections

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Who do we share data with?

B-Skill as part of its legitimate business functions, shares this data with other Data Processors, with whom we share a business partnership in the interest of all learners. These organisations include:

Organisation	Relationship	Shared data
Department for Education/ Education Skills Funding Agency	Regulator	Learner name, address and post code, ULN, DOB, gender, contact numbers, health declaration, qualification achievement details
Ofsted	Regulator	Learner name, address and post code, ULN, DOB, gender, contact numbers, health declaration, attendance and progression data, safeguarding records, qualification achievement details
Learner Records Service (LRS)	Business partnership	Learner name, DOB, gender, post code
Referral Agencies e.g. job centre	Business partnership	Attendance and progression data
Student Loans Company	Business partnership	Attendance and progression data
BKSB	Business partnership	Learner name, e-mail address
Awarding Body and End Point Assessment Organisation e.g. City and Guilds	Regulator	Learner name, DOB, gender
APTEM – Management Information System and Learning Platform	Business partnership	Learner name, address and post code, ULN, DOB, gender, health declaration, qualification achievement details

There may be occasions where 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. There may be other occasions where we are requested to provide information, we hold on you, and we will seek your explicit consent to do this. 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 long do we keep your information?

We will keep your details and the documents associated with your learning programme for a period of two years from the end of the programme. This may be extended to three

years if files are selected for auditing by external quality assessors. Any financial documentation related to funding of your programme must be retained for the period set by the funding body (e.g. Education & Skills Funding Agency).

How to get a copy of the information we hold?

B-Skill strives to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is incorrect, unfair, misleading or inappropriate.

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, 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, please contact B-Skill's Learner Data Protection Officer:

- By letter to: B-Skill Ltd, YBN, Delta Bank Road, Gateshead, Tyne & Wear, NE11 9DJ
- By e-mail: supanan.khamai@b-skill.com

You will need to provide:

- Your full name, date of birth and current address
- A copy of identification, e.g. driving licence, 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 until it is granted by them before we can pass it on to you
- that may cause harm to you or another person if we gave the information to you

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

What else can you ask 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 Lead.

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

Please contact B-Skill's Learner Data Protection officer in the first instance, or a member of the GDPR Data Protection Team.

Alternatively, you can contact a B-Skill director – directors@b-skill.com

If you have a concern or complaint about the way we are collecting or using your personal data you should raise your concern with us in the first instance or directly to the Information Commissioners Office at <https://ico.org.uk/concerns/>

About this Notice

This Privacy Notice is provided to all learners at enrolment through APTM; learners must confirm their agreement with its contents by ticking the appropriate box on the system, a copy is stored on the learner's individual record for reference purposes.

A copy is also available:

- B-Skill SharePoint Hub to all members of staff and subcontracted partners
- It is also available on the B-Skill website.
- On request from B-Skill Head Office

We recognise that privacy and data concerns may change over time and we will therefore keep this notice under review. If we make any changes to this Privacy Notice, we will update our website and your LDC/tutor.