



Learner Privacy Notice

Why are we giving this to you?

Whilst using Performance Through People (PTP) services we need to use information about you. We do this for several reasons. This notice tells you what information we use about you and why we use it. It is very important that information about you is kept safe. We explain below how we keep your information safe.

If you want to know anything about what we do with information about you then please ask a PTP representative (the person who you have had contact with) or speak to your parents/guardians and ask them to contact PTP. PTP wants you to feel free to raise any questions at all.

We also have a Data Protection Officer at PTP who can answer any questions you have about what we do with your information. If you or, if applicable, your parents/guardian would like to speak to them, then you can contact them as follows:

E-mail: dpo@ptp-training.co.uk

Address: Data Protection Officer
PTP
Essex Terrace
Intown
Walsall
WS1 1SQ

Policy Statement

During your time with PTP, we will use information that we gather in relation to you for various purposes. Information that we hold in relation to you is known as “personal data”. This will include data that we obtain from you directly and data about you which we obtain from other people and organisations. We might also need to continue to hold your personal data for a period of time after you have stopped using PTP services. Anything that we do with your personal data is known as “processing”.

This notice sets out what personal data we will hold about you, why we process that data, who we share this information with, and your rights in relation to your personal data processed by us.

What information do we use about you?

We will collect, hold, share and otherwise use information about you as set out in the boxes below:

• Name	• Date of Birth	• Gender
• Address, telephone, and e-mail contact details	• Unique learner number	• Details of previous/future employments
• Qualifications	• Benefit details	• Financial details (payment schedules)
• Identification proof (Driving licence/ Passport, etc.)	• National insurance details	• Location
• Photographs / CCTV images	• Attendance information	• Programme details

We will also collect, hold, share and otherwise use some information about you which is “special category personal data” and we will take extra care to make sure that this is kept safe:

• Racial or ethnic origin	• Medical / health information	• Special educational needs and disability information
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Where do we get this information from?

We get this information from:

- You
- Your parents/guardians
- PTP staff
- People from other organisations, like your employer, DWP, Council, ESFA for example

Why do we use this information?

We use this information for several reasons, including:

- To make sure that we give you the right information and guidance, a good learning experience and to support you through the process to help you achieve.
- To make sure that we can address and support any educational, health or social needs you may have.
- To make sure everyone is treated fairly and equally.
- To keep you and everyone at our sites safe and secure.
- To deal with emergencies involving you.
- To celebrate your achievements.
- To provide reports and additional information to other parties who we may process your data on behalf of.
- To enable our business to meet its contractual / security requirements.

Some of these we must do by Law. Others we do so that we can run our business. Sometimes we need permission to use your information. This includes taking pictures or videos of you to be used on our website or promotional leaflets. Before use, we will ask you or, if applicable, your parents/guardians for permission.

Why do we use special category personal data?

We may need to use the information about you which is special (mentioned above) where there is a specific interest to do so, for example health and social care purposes or to provide you with equal opportunities and treatment. We will also use this information where you have given us permission to do so.

There may also be circumstances where we need to use your information in relation to legal claims, or to protect your vital interests such as in a medical emergency, where you are unable to provide your consent.

How long will we hold information in relation to our learners?

We will hold information relating to you only for as long as necessary as per the set period after an application, course or programme or as required to do so for legal or contractual reasons.

Who will we share learner information with?

We may share information about you with:

- The Department for Education and/or ESFA, as required by the Law.
- Potential employers with whom we may look to find a placement for you.
- Contractors, to enable them to provide an effective service for PTP and you the learner, such as other learning providers working on our behalf, external auditors and verifiers.
- The Police where required for security reasons, EG CCTV footage.

Keeping this information safe

It is very important that only people who need to use your information can see it. PTP keeps your information safe by use of:

- Physical access controls including sign in and out procedures for PTP sites.
- Restricted access to PTP departments.
- Locked data storage areas for paper documents.
- Encryption and password protection in place for electronic documents and systems.
- Staff training and procedures in place to ensure everyone is aware of how to handle data safely.

Your rights in relation to your information

You can ask to see the information we hold about you. If you wish to do this you should contact PTP's Data Protection Officer (contact details as above), or the PTP representative who has been in contact with you who will let the Data Protection Officer know of your request and help answer your query if needed.

You also have the right to:

- Object to what we are doing with your information.
- Have inaccurate or incomplete information about you amended.
- Ask us to stop doing certain things with your information, in some cases.
- Ask that decisions about you are not made using automatic systems.
- Make a claim, in certain circumstances, where you have suffered because of PTP breaching your data protection rights.

If you feel it necessary to do any of the above, you can speak with the Data Protection Officer. PTP does not have to meet all your requests and we will let you know where we are unable to do so.

Concerns

If you are concerned about how we are using your personal data then you can speak with the Data Protection Officer at PTP or, if applicable, you or your parents/guardians can contact an outside agency - the Information Commissioner's Office - who could also help at <https://ico.org.uk/concerns/>.

Contact

Please contact our Data Protection Officer for any queries by e-mail on dpo@ptp-training.co.uk or by post at:

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