



## PTP Privacy Notice

### Policy Statement

Performance Through People (PTP) will use information that we gather in relation to individuals for various purposes. Information that we hold in relation to them is known as “personal data”. We might need to continue to hold this personal data for a set period of time after your dealings with PTP. Anything that we do with this personal data is known as “processing”. This privacy notice sets out what personal data we may hold about individuals, why we process that data, who we share this information with, and their rights in relation to their personal data processed by us. It relates to both individuals’ personal data processed by PTP when you contact or engage with us prior to enrolment or employment, and to employers we work with on commercial or government funded programmes, detailing how we use it and how we keep it secure.

Once an individual applies to enrol onto one of our programmes, the Learner Privacy Notice will apply.

### Who is the Data Controller?

PTP is the data controller for the personal information processing described in this notice. If you have any questions about this policy or the ways in which we use your personal information, please contact our Data Protection Officer on 01922 651100 or [dpo@ptp-training.co.uk](mailto:dpo@ptp-training.co.uk).

### What information do we use about you?

We may collect, hold, share, and otherwise use the below personal data about individuals:

- Contact details such as name, telephone number, email, and address.
- Location details
- Financial details
- Programme details
- For learners applying to enrol onto programmes, other details will also be collected, held, and shared (see Learner Privacy Notice) and we will take extra care to make sure that this is kept safe

### Where do we get this information from?

We get this information from:

- Yourself
- Your employer
- PTP staff
- People from other organisations, like DWP, ESFA, for example

## **Why do we use this information?**

We use this information for many reasons, including:

- For marketing purposes and case studies, where permission is granted
- To celebrate your/ our joint organisations achievements
- To provide reports and additional information to other parties who we may process your data on behalf of
- To complete learner records, when recording learner starts, completions, assessments
- To enable our business to meet its contractual requirements
- During the learner applications process to match and put in contact learners with potential employers

We may ask to take pictures or videos of individuals in your organisation to be used on our website or promotional leaflets. Before we use data for this purpose, we will request and record consent from the specific individuals.

## **Special category personal data**

Whereas special category personal data will be collected on potential applicants as part of the enrolment process (please see the Learner Privacy Notice), we do not collect any special category personal data on third parties. If this changes in the future, this privacy notice will be updated to reflect the changes.

## **How long will we hold personal data information?**

We will hold information relating to individuals in your organisation only for as long as necessary as per the set period after an application, course, programme, or contract as per our Document Storage, Retention and Disposal Policy or as required to do so for legal or contractual reasons.

## **Website and Social Media Enquiries**

PTP's website is designed and hosted by Omnistry and the website's SMTP plugin stores a log of the last 250 emails generated. However, Omnistry do not actively monitor these and are only kept in case of errors where emails may not be delivered because of connectivity issues; this access is for support purposes and not used in conjunction with any marketing activities. For more information, on their Privacy Policy, please go to <https://www.omnistry.com/privacy-policy/>.

PTP manage their own social media accounts. We may ask you for personal information such as your name, address, email, and phone number which will be collected through Microsoft Forms linked to a PTP owned account.

## Who will we share information with?

We may share information about you with:

- Learners who may need to contact you for an interview or placement
- Contractors and other learning providers working on our behalf, external auditors, and verifiers
- The General Public may have access to case studies you take part in, in this instance your consent will be requested

## 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.
- Staff training and procedures in place to ensure everyone is aware of how to handle data safely

## Your rights in relation to your information

Individuals in your organisation can ask to see the information we hold about them. If they wish to do this, they 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.

Individuals also have the right to:

- Object to what we are doing with their information
- Have inaccurate or incomplete information about them amended
- Ask us to stop doing certain things with their information in some cases
- Ask that decisions about them are not made using automatic systems
- Make a claim in certain circumstances where they have suffered a breach of their data protection rights

If you feel it necessary to do any of the above, you can contact our Data Protection Officer at [dpo@ptp-training.co.uk](mailto:dpo@ptp-training.co.uk) or at Performance Through People, Essex Terrace, Intown, Walsall, WS1 1SQ.

PTP will respond accordingly to any request you make within the GDPR guidelines and our PTP procedures. Where we cannot meet your request as per any exemptions, we will confirm to you why 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 or if necessary you can contact an outside agency - the Information Commissioner's Office who could also help at <https://ico.org.uk/concerns/>.