

LEARNER PRIVACY NOTICE

Policy last updated: November 2024

Review date: August 2025

Data Controller: North Lancs Training Group

Person responsible for Data protection: Gareth Lindsay (Manager Director)

Scope of Privacy Notice

This notice refers to Apprentices, Applicants, Study Programme Students, Traineeship and JCP Learners.

NLTG collects and processes personal data relating to learner's both at enrolment and throughout the learners' chosen programme of learning to establish and maintain the learner / provider relationship. NLTG is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does NLTG collect from learners?

NLTG collects and processes a range of information about you. This may include:

- your name, address and contact details, including email address and telephone number;
- your date of birth and gender;
- details of your qualifications and education details to date, skills, experience and employment history if applicable;
- employment status
- information about your next of kin and emergency contacts;
- information about your nationality and entitlement to work in the UK;
- personal ID documentation to prove identity
- information about your criminal record if applicable
- details of your schedule (days of work and working hours) and attendance at work / placement
- details of periods of leave taken by you, including holiday, sickness absence;
- details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence;
- assessments of your performance, including appraisals, performance reviews, performance improvement plans and related correspondence;
- parent / guardian finances (Study Programme Bursary)
- financial information including bank account details and NI number.
- Sensitive Personal Data information about medical or health conditions, including whether or not you have a disability for which you may require reasonable adjustments;
- equal opportunities monitoring information including information about your ethnic origin, sexual orientation and religion or belief. (Learners are entirely free to decide whether or not to provide such data)
- Details of any special learning requirements including Learners with Learning Difficulties (LLDD) and Education, Health and Care (EHC) Plan
- Any information relating directly or indirectly to a safeguarding disclosure

NLTG may collect this information in a variety of ways. These include:

- Application forms/packs (both electronic and paper based)
- Via our website
- CV's, test results, educational records/certificates
- Financial records
- Interviews
- Letters and e-mails
- Telephone calls
- NLTG learner records and documentation
- Surveys/questionnaires
- Via our virtual learning environment and e-portfolio
- JCP skills additionality/referral forms
- Enrolment Forms
- Referral Forms
- Risk Assessments
- Passports, Driving Licence, Birth Certificate

NLTG may also collect personal data about you from third parties, such as:

- Previous places of education (schools, colleges)
- Local authorities
- ESFA
- Job Centre Plus
- Your employer
- National Autistic Society (NAS) / Institute for Apprenticeships (IFA)
- Disclosure and Barring Service (DBS) Service
- Support Agencies
- Youth Offending Team
- Parent or Carer

Personal Data Storage

Data will be stored in a range of different places, including in your learner file which is stored in a secure location and in NLTG's management information/provider management systems, in addition to other internal Information Technology Systems.

In addition, some of your personal data may be stored in external systems such as an e-portfolio which are all governed by the suppliers GDPR data protection policies and procedures.

Why does NLTG need to process your personal data?

NLTG needs to process data to enter into a learning agreement with you and to provide you with the training / learning and support you require.

This personal data is used in a variety of ways and allows NLTG to:

- ensure that each learner is placed on the most suitable programme of learning
- issue learners with appropriate resources
- maintain accurate learner records and contact details
- assess a learner's eligibility to obtain funding for their learning and then claim that funding
- comply with ESFA funding and audit requirements
- ascertain the learner's right to work in the UK
- register learners for the appropriate qualifications/Apprenticeship Standards and End Point Assessment
- confirmation of identity for testing
- make bursary, allowance, free meals, travel payments to learners
- support learning and monitor learners' progress and development
- make reasonable adjustments to resources/learning delivery where required
- ensure that any safeguarding disclosure is dealt with appropriately
- compile general statistics and research.

In some cases, NLTG may need to process data to ensure that it is complying with its legal obligations. For example, to comply with health and safety laws, right to work with other children in line with the DBS checks policy.

Where NLTG processes other special categories of personal data, such as information about ethnic origin, sexual orientation or religion or belief, this is done for the purposes of equal opportunities monitoring. Data that NLTG uses for these purposes is collected via enrolment / application form in line with ESFA (Education and Skills Funding Agency) requirements.

Who has access to data?

Your information may be shared internally at NLTG with:

- Your tutors/support officers who will need the information to support you throughout your learning at NLTG
- NLTG Administration Support and IT teams who are responsible for maintaining learner records
- NLTG Accounts team who may have to process a payment for you
- Staff in other areas of NLTG provision to maximise your learning and employment opportunities
- Any other member of the NLTG team who has a legitimate reason for requiring access to your data
- Awarding Organisations e.g. End Point Assessment Organisations

NLTG shares your data with one or more of the third parties below:

- The ESFA who manage the funding applicable to your learning.
- Ofsted who are the regulatory body for quality of learning provision.
- The Department for Education who control all education in England and produce statistics and research.
- Job Centre Plus who may have referred you to a course and require updates on attendance and progress.
- Any potential employer if you have applied for an Apprenticeship vacancy

- Your current employer who will be updated on your progress.
- Another training provider or college if you transfer your learning.
- The local authority social services or the police in the event of a safeguarding issue/disclosure.
- Personnel checks for DBS Applications for placement
- Other agencies to provide support for example “The Mount” for mental health support etc
- Any other government or official body who we may be legally bound to provide your information to.

NLTG will not transfer your data to countries outside the European Economic Area (EAA).

NLTG will never share your personal data with third parties for marketing purposes without your express consent

How does NLTG protect data?

NLTG takes the security of your data seriously. NLTG has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by NLTG employees in the performance of their duties and to support of you as a learner. Further details are contained in the company’s Data Protection GDPR Policy and IT Policies.

For how long does NLTG keep data?

Any documentation related to the funding of your programme will be retained in line with time periods set by the funding body for example the ESFA or ESF.

Assessment records are retained for a minimum period of 3 years or in line with individual awarding bodies. Internal Assessment records are retained for 12 months from the date of certification. Exam records are held for 2 years.

Any information held in relation to safeguarding and welfare cases will be held in line with statutory guidance as detailed within the safeguarding policy.

Any personal information held following the above time periods will be securely destroyed.

Your rights

As a data subject, you have a number of rights. You can:

- Make a data service access request to obtain a copy of your data held by NLTG;
- Instruct NLTG to amend incorrect or incomplete data;
- Instruct NLTG to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to and remove your consent for the processing of your data where NLTG is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please submit a request via writing or email to the below address:

Data Enquiries

dataenquiries@nltg.co.uk

North Lincs Training Group
Bradshawgate House
Accrington
Lancs
BB5 1EQ

If you believe that NLTG has not complied with your data protection rights, you can complain to the Information Commissioner.

Associated Documentation

NLTG Data Protection Policy

European Social Funding Agency

Ofsted

Safeguarding Policy

IT Policies

Confidentiality / Fair processing notice

Quality Policy