Data Protection

Grounds Training Limited needs to gather and use certain information from customers, suppliers, businesses, employers, instructors and other people the company has a relationship with or may need to contact. It is registered with the Information Commissioner's Office (ICO) to process personal data and has a nominated data controller.

The UK General Data Protection Regulation (UK) GDPR 2018 and Data Protection Act 2018 applies to every business that collects, stores and uses personal data relating to customers, staff or other individuals.

This policy describes how personal data is collected, handled and stored to meet data protection standards and comply with the law. It applies to all data the company collects and holds relating to individuals and clients, including;

- Postal addresses
- Email addresses
- Telephone numbers
- IP addresses, cookies, electronic data
- Any other information relating to individuals and clients

The company's data controller is responsible for;

- Awareness of data protection responsibilities, risks and issues
- Reviewing all data protection procedures and related policies
- Handling data protection questions and dealing with customer requests
- Checking for sensitive data in any contracts or agreements with third parties
- Ensuring systems, services and equipment meet acceptable security standards
- Ensuring safe and secure storage of training or assessment materials
- Achievement data is retained for the purposes of reporting to the regulatory authorities as required
- Performing regular hardware and software checks and scans
- Evaluating any third-party services for the purpose of storing or processing data
- Approving any data protection statements attached to communications
- Ensuring marketing initiatives comply with the data protection principles
- Ensuring forms have appropriate data protection notifications on them

(UK) GDPR/DPA and the Law

The (UK) GDPR provides the following rights for individuals:

1. The right to be informed
2. The right to access
3. The right to rectification
4. The right to erase
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

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We will, through appropriate management ensure that:

- Confidential information is not shared informally
- Personal data is not disclosed to unauthorised people
- Collect and process appropriate, relevant information, only to the extent that is needed
- Employees keep all data secure and only available to those who need it
- Use strong passwords that are regularly changed
- Have in place appropriate security measures to safeguard personal data
- Review data regularly, and keep it updated and archived in line with guidance and schedules
- Hold good quality of information ensuring accuracy of data
- Use ICT systems, where possible, designed to encourage and facilitate the entry of accurate data
- Keep training and assessment materials on secure internal systems that are password protected. Printed assessment materials are locked in secure areas and only available to those intended
- Data is not transferred outside of the European area without suitable safeguards
- Everyone managing and handling personal information understands that they are contractually responsible for following good data protection practice
- Anybody wanting to make enquiries about personal information knows the process
- Enquiries are promptly and courteously dealt with
- Ensure that the rights of people about whom information is held can be fully exercised under the Act
- Methods of handling personal information are clearly described
- Methods of handling personal information are regularly reviewed, assessed and evaluated
- Data protection risks are monitored through the company's risk register
- Data breaches are reported to the Information Commissioner's Office in line with their requirements

Data storage, archiving and retention

The company will ensure that;

- Data printouts are shredded and disposed of securely when no longer required
- Electronic data is protected from unauthorised access and accidental deletion
- Passwords are changed regularly
- Data is backed up regularly
- Servers and computers are protected by approved security software
- Data is held in as few places as necessary
- Every effort is made to ensure that data held is accurate and kept up to date
- Data is regularly reviewed and databases archived and cleansed
- All records that are kept as archives will have a review date
- The length of their retention will be appropriate to the record – normally 3 years for training / assessment documents and normally 7 years for financial records

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Website privacy statement

We are committed to protecting the privacy and confidentiality of information provided by those who access our website – groundstraining.com.

In order for us to respond to enquiries we need to collect and process various personal data. Users can choose to complete an online form which requests the user's name, email address and telephone number. The personal data we collect is used to process your training enquiry. By submitting personal information, individuals consent to us processing personal information in accordance with our data protection policy. All information provided will be treated as confidential and will only be used for the purpose intended. Anyone can contact us to correct or update personal information in our records.

We may use cookies on our website. Users may disable the use of cookies, but this may limit the site's functionally. The website and our computer systems have security measures in place with the aim of protecting the loss, misuse or alteration of the information 'users' provide to us.

Requests for information

An individual is entitled to be given a description of the data being processed or held about them and to be provided with the information constituting personal data and the source. We will supply this information where;

- A request in writing has been made
- We are satisfied as to the identity of the applicant
- We are able to locate the requisite data

Where these criteria have been met we will comply within 20 working days. Where complying with the request would lead to disclosing data about another identifiable person we are not able to comply unless the other individual has consented or it is reasonable to comply without consent.

Where we have previously complied with a request, subsequent or similar requests for data will not be supplied unless a 'reasonable interval' has elapsed. As a non-public body, Grounds Training is not covered by the Freedom of Information Act.

Access to data

Grounds Training will provide Regulators, within a reasonable notice period, access to premises, people and records as required, and fully co-operate with their monitoring activities.

If you have any questions or concerns about data sharing, processing or storage, please contact us on 01865 509510.

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