


# Data Protection and GDPR Policy

Version	1.6	Approved by:	
Date published	23/11/2024		
Review period	Annual		
Related legislation and/or standards	Data Protection Act 2018 UK General Data Protection Regulations (GDPR) EU General Data Protection Regulations (Regulation (EU) 2016/679)		

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## Purpose

This document contains important information on who we are, how and why we collect, store, use and share your personal information, your rights in relation to your personal information and how to contact us and the Information Commissioner Office in the event you have a complaint.

ATC Training Limited processes your personal data in accordance with the General Data Protection Regulations (GDPR) (Regulation (EU) 2016/679), the UK General Data Protection Regulations and the Data Protection Act 2018.

## Company Details

Registered Name: ATC Training Limited

Registered Office: Amber Court, William Armstrong Drive, Newcastle upon Tyne, NE4 7YA

ICO Registration no. ZA780195

## Processing Payments

### Card Payments

Credit and debit card payments are processed by [PayPal](#) or [Stripe](#), depending on your selection at checkout. For further information, refer to the Stripe or PayPal privacy policies. ATC Training does not store our customers' payment card details.

### Direct Debit Payments

Direct debit payments are processed by Gocardless. Customers who request to pay by direct debit will be sent a link to provide bank details directly to Gocardless using their secure platform. Refer to the Gocardless [privacy policy](#) for further information. ATC Training, therefore, does not store or have access to the bank details provided to Gocardless.

## The data we process

We process personal data about prospective, current and past learners; in some cases, we hold information on their employers and other individuals connected to our company and the services we provide. Examples include:

- names, address, telephone numbers, e-mail addresses and other contact details.
- nationality.
- qualifications, prior attainment examination and assessment results, attendance information and details of study, fee receipts, outstanding debts.
- information about special educational needs.
- education and employment data.
- images, audio, and video recordings for the purposes of the course or qualification.
- limited financial information.
- courses, meetings, or events attended.

### Why do we process or hold your data?

When you enrol with a training provider, you enter into a contractual agreement; however, on occasion, we may require your consent to process your personal data. We hold personal data for the following reasons:

- information we are required to collect by law or to claim funding.
- information we need to deliver your chosen course of study and monitor progress.
- information we need to confirm prior attainment.
- additional information that will allow us to personalise our support to meet your individual needs.
- information we use for marketing, communications, event registrations and advice.
- information required to match against appropriate apprenticeship opportunities

The first data protection principle requires that ATC Training Limited must have a legal basis for processing your personal data. Under GDPR, this “legal basis” for processing conditions must be communicated to you, alongside the type of processing they relate to, as part of this privacy notice. As GDPR is a new law, the conditions identified below may be subject to change as more guidance is given or precedents are set. We will process your data under the following legal basis:

- Consent
- Contract
- Compliance with a legal obligation
- Legitimate interest

## Sharing your personal data

At no time will your data be passed to other organisations for marketing or sales purposes. When you enrol at a training provider you enter into an agreement and are responsible for the payment of any fees, therefore, if necessary, we may transfer your personal data to an agent for the purposes of debt collection.

On occasion, we may also be required to share your information with the police or other law enforcement agencies.

We may disclose your information to your employer to fulfil our contractual agreement to provide a training service. We only disclose relevant information to employers, such as course completions or any other information they would already have access to.

As an education institution that may receive public funding, we may be required to share personal data with awarding organisations, local and national government bodies, and public sector agencies such as:

- Focus Awards
- Civil Aviation Authority (CAA)
- Department for Transport (DfT)
- Department for Education (DfE)
- Department for Business, Innovation, and Skills (BIS)
- Ofsted
- Department of Health (DH)/Primary Care Trusts (PCT)
- Higher Education Funding Council for England (HEFCE)
- National Careers Service (NCS)

## Learners attending online or classroom courses

We will make every effort to keep learners' personal details private when they attend a course with other delegates. However, due to limitations with the configuration of Microsoft Teams and Outlook calendar invites, the email addresses of attendees may be visible to other delegates on the course.

## Learning Records Service (LRS)

The Learning Records Service (LRS) may use the information you supply. The LRS issues Unique Learner Numbers (ULN) and creates Personal Learning records across England, Wales, and Northern Ireland. It is operated by the Education and Skills Funding Agency, an executive agency of the Department for Education (DfE). For more information about how your information is processed and to access your Personal Learning Record, please refer to: <https://www.gov.uk/government/publications/lrs-privacy-notice>

## Raising a concern

If you are concerned about the processing of your data or would like to request deletion of your data, please email [info@atctraining.co.uk](mailto:info@atctraining.co.uk).

## Complaints to the Information Commissioner's Office

Should you be dissatisfied with ATC Training's processing of your data, you have the right to complain to the Information Commissioner's Office. For more information, please see the Information Commissioner's [website](#).

## Cookies

Our website uses cookies—small text files that are placed on your machine to help the site provide a better user experience. Cookies are generally used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third-party applications like Google Analytics. As a rule, cookies will improve your browsing experience.

However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or looking at the [About Cookies website](#), which offers guidance for all modern browsers.

## Version History

Version	Reason for publication/change	Date	Author
1.5	Rename this policy from Privacy Notice and Cookies policy to Data Protection and GDPR policy. Add details on Gocardless direct debits. Updated partner links.	19/06/2023	AC
1.6	Review, minor wording adjustments, removal of reference to partners (no longer applicable). Review period added.	23/11/2024	AC