

Corporate Coach Training Limited Data Protection Policy

Reviewed October 2018

This policy applies to CORPORATE COACH TRAINING. The policy provides definition and Data Protection and how this applies in connection with CORPORATE COACH TRAINING and ILM.

The General Data Protection Regulation (“GDPR”) places obligations on those that control and process information relating to individuals.

Definition (Personal Data and Sensitive Personal Data)

When collecting personal data we ensure that its learners are aware of what will be collected and how it will be used.

It is the responsibility of CORPORATE COACH TRAINING to ensure that the notice(s) that we use are at all times accurate and compliant with any relevant data protection laws.

CORPORATE COACH TRAINING data protection notice allows transfer data in relation to personal data for the following purposes:

To identify a living individual (‘personal data’)

To undertake administration in relation to the qualification for which the learner is registered including providing to you a certificate on successful completion of the learner’s qualification or specified units of it to contact learners directly in relation to studying membership, ILM centre approval or qualification approval and/or quality control purposes undertaken by CORPORATE COACH TRAINING or ILM for the qualifications for which the learner is registered;

1. To inform learners of products or services offered by CORPORATE COACH TRAINING or ILM or City & Guilds
2. To disclose to its regulators where so required; and
3. To disclose to relevant industry bodies where so required by law to;
4. Account for learners where there is a requirement to do so; and
5. Contact a learner directly if there is a requirement for such bodies and the information is not readily accessible by other means.

In relation to sensitive personal data, for the following purposes:

o to collect and analyse data relating to a living individual’s racial or ethnic origin, political opinions, religious beliefs, mental health, sexual life, trade union membership or criminal convictions or proceedings relating to any criminal charges against such individual (‘sensitive information’)

o to administer requests for reasonable adjustments under the Access of Assessment policy

o to monitor (on an anonymised basis) equal opportunities relating to ethnicity or disability or other such monitoring purposes.

Corporate coach training makes it clear to learners and staff that corporate coach training or ILM, or City & Guilds and its agents may use or otherwise process Personal Data and Sensitive Personal Data, so we can:

1. Fulfil our contractual responsibilities to centres and providers, and enable them to fulfil their contractual obligations to learners
2. Provide centres and providers with details of our products and services
3. Contact centre staff directly in relation to CORPORATE COACH TRAINING centre approval and/or our quality assurance activities, and/or to inform them of products or services that we, City & Guilds and/or selected third parties are offering
4. Place Personal Data relating to certain key employees and agents in directories that may be made publicly available
5. Contact learners directly by email or post about studying membership, CORPORATE COACH TRAINING centre approval and/or our quality assurance activities, and/or to inform them of products or services that we, City & Guilds and/or selected third parties offer
6. Carry out statistical analysis – either ourselves or by third parties on our behalf
7. Give regulatory and industry bodies appropriate Personal Data or Sensitive Personal Data about learners where there is a contractual or legal requirement – specifically to:
8. Ensure they can monitor equal opportunities in ethnicity and disability, or for other monitor such monitoring purposes
9. Account for learners where there is a requirement to do so
10. Allow them to meet the requirement to contact a learner directly, when the information is not readily accessible from another source
11. Pass learners' Personal Data to regulatory and industry bodies or other selected third parties, solely for the purpose of providing prizes, remuneration and awards for learners.

Action

The Act requires corporate coach training to ensure that the Personal Data and Sensitive Personal Data that we hold are accurate and up to date.

So we update our records regularly: We check whether:

1. There is any change or correction to any Personal Data or Sensitive Personal Data that you previously disclosed to corporate coach training
2. Corporate coach training has deleted or otherwise archived any Personal Data or Sensitive Personal Data.
3. A Data Subject exercises their right to opt out of or refuse processing

Continuous Improvement

Data held by CORPORATE COACH TRAINING is reviewed and updated regularly.

We aim to improve our business processes and our response to customers in the light of learning from the feedback we receive.

This policy shall be the subject of a three year review cycle or as necessary.

Further Information

To ensure that Corporate coach training is comply with its legal requirements when Corporate coach training is collecting data from data subjects, we produce a data protection notice, so that data subjects are aware of what will be done with the personal information they give.

Corporate Coach Training Data Protection Notice

We, Corporate coach training are required to comply with the provisions of the GDPR (the Act) in relation to how we handle any personal data we obtain from you. Any personal information we gather will only be used in the context of [your employment with us OR the business we conduct with you. We may also collect Sensitive Personal Data about you, but only with your explicit consent in advance.

We may process all the information we obtain from you to enable us to fulfil our contractual obligations to you and we may request further information from third parties or disclose your details to other selected third parties, such as ILM, City & Guilds or their regulators or industry bodies.

We may from time to time email or post to you [or your company] details of products or courses we believe may be of interest to you. If you no longer require such information or you have provided us with any information that you no longer wish us to use, please call us on [telephone number].

In disclosing your personal details to us, you agree that we may process and in particular may disclose your Personal Data:

1. as required by law to any third parties
2. to selected third parties who may process Personal Data on our behalf
3. to third parties such as ILM who may use your personal data or sensitive personal data (as appropriate) to:
 - Enable us to fulfil our contractual obligations to you – for example by providing you with an examination certificate;
 - Contact you directly about events, courses, programmes, or CORPORATE COACH TRAINING membership
 - Carry out statistical analysis
 - Pass to their regulator or industry bodies to (1) monitor equal opportunities relating to ethnicity or disability, or for other such monitoring purposes or to (2) account for learners where there is a requirement to do so, or to (3) meet their requirement to contact you directly and the information is not readily accessible from any other source
 - Disclose and publish your details in directories which may contain information about the [centre] and
 - Provide or arrange prizes, remuneration and awards
 - Contact you about your CORPORATE COACH TRAINING or ILM services.
 - Transfer your Personal Data outside the European Economic Area (EEA) and if they do they will make every reasonable effort to ensure that any transferred data receives the same protection as if it would within the EEA.

Corporate coach training undertakes that it and its staff will take every reasonable step possible to protect the confidentiality and security of all material it receives, to carry out its various responsibilities.

You have the right to have us correct any inadequacies in the personal details we hold about you, and to object to any direct marketing we carry out using your personal details. You also have the right to ask for a copy of the information we hold in our records – please see our privacy policy for instructions on how to do this.