

Privacy notice

Introduction

Penshaw View Training Company ("we", "our", "us") is committed to protecting the privacy and security of your personal information.

This Privacy Notice explains how we collect, use, share and protect your personal data in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and all relevant UK data protection laws.

We are a **data controller**, which means we decide how your personal data is processed.

What information we collect

We may collect and process the following types of information about you:

- **Personal details** – name, date of birth, contact details (address, phone number, email).
- **Employment and education information** – work history, qualifications, training records.
- **Financial details** – bank account information (for payments, where relevant).
- **Learning records** – progress, assessments, outcomes, attendance.
- **Special category data** – health or disability information (where required for learning support or accessibility).
- **Criminal conviction data** – where required for safer recruitment and safeguarding purposes (e.g. DBS checks).

How we use your information

We use your personal data for the following purposes:

- To provide training, education, and assessment services.
- To meet our contractual obligations to learners, employers, and funding bodies.
- To comply with legal and regulatory requirements (e.g. Ofsted, ESFA, awarding bodies).
- To support safeguarding and learner welfare.
- To administer recruitment, employment, and HR processes.
- To process payments and maintain financial records.
- To communicate with learners, staff, and partners about training and services.

Lawful bases for processing

We process your personal data under the following lawful bases:

- **Contract (Article 6(1)(b))** – to deliver training and services you have requested.
- **Legal obligation (Article 6(1)(c))** – to meet safeguarding, employment, and regulatory requirements.
- **Legitimate interests (Article 6(1)(f))** – to operate and improve our training services.
- **Consent (Article 6(1)(a))** – where we rely on your explicit agreement (e.g. marketing communications).

For **special category data** (e.g. health) and **criminal conviction data**, we rely on conditions under **Schedule 1 of the Data Protection Act 2018**, including:

- Employment law obligations.
- Safeguarding of children and individuals at risk.
- Regulatory and accreditation requirements.

Who we share your information with

We may share personal data with:

- Funding agencies (e.g. Education & Skills Funding Agency).
- Regulatory and awarding bodies (e.g. Ofsted, Highfield etc).
- Employers where training is delivered in partnership.
- The Disclosure and Barring Service (DBS) for safeguarding checks.
- IT service providers who securely host our systems.
- Law enforcement or other authorities where legally required.

We will never sell your personal data to third parties.

International transfers

We do not routinely transfer personal data outside the UK. If we ever do, we will ensure appropriate safeguards are in place (such as UK-approved standard contractual clauses).

How long we keep your data

We keep personal data only for as long as necessary to meet our obligations. For example:

- Learner records – retained in line with ESFA and awarding body requirements.
- DBS certificate data – kept for no longer than 6 months (except a record of the check outcome, which may be retained longer for safeguarding).
- Employment records – retained in line with statutory requirements.

When no longer needed, data is securely deleted or destroyed.

How we protect your data

We use a range of measures to keep your personal data safe, including:

- Encryption and secure IT systems.
- Access controls, ensuring only authorised staff can view personal data.
- Staff training in data protection and safeguarding.
- Secure disposal of data when no longer required.

Your rights

Under data protection law, you have rights including:

- **Right to be informed** – about how your data is used.
- **Right of access** – to request a copy of your personal data.
- **Right to rectification** – to correct inaccurate or incomplete data.
- **Right to erasure** – to request deletion of your data (where lawful).
- **Right to restrict processing** – to limit how your data is used.
- **Right to object** – to certain types of processing (e.g. marketing).
- **Right to data portability** – to move your data to another provider.

To exercise your rights, please contact us using the details below.

Contact us

If you have any questions or concerns about how we use your personal data, you can contact us at:

Penshaw View Training Company

Penshaw View Training
H1, Business Innovation Centre
Sunderland
SR5 2TA

Email: Chris.breckon@penshawview.co.uk

Phone: 0330 223 6144