



# GDPR POLICY UPDATES

## INTRODUCTION

is committed to data security and takes its responsibilities of regarding the processing and security of personal information very seriously. We will be clear and transparent about the information we are collecting and what we will do with it.

If you need to contact us:

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|---|---|
| Positive Approach Academy for Hair<br>info@positiveapproachhair.co.uk<br>01724 865048 | Positive Achievement<br>evie@positiveachievement.co.uk<br>01603 626453 or 07881807719 |
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This policy sets out the following:

- **What personal data we collect and process. (This is any information relating to you which allows us to identify you, such as your name, contact details, date of birth, nationality etc)**

Information you provide to us could be in the form of :( this list is not exhaustive)

Completing a form on our website or on paper

Completing a survey

Corresponding with us by phone, email or writing

Reporting a problem

Applying for a course

Applying for a job

Undertaking a service with us

- **Where we obtain the data**
- **What we do with the data**
- **How we store the data**
- **Who we transfer/disclose the data to**
- **How we deal with your data protection rights**
- **How we comply with the data protection rules**

All personal data is collected and processed in accordance with British and E.U data laws

### **Data Controller**

For the purpose of GDPR, Positive Approach is the Data Controller of all the personal information that is provided to us by you.

### **Information we collect from you:**

We may collect personal information, (please see above), sensitive information and information regarding other people.

### **Sensitive Information.**

We collect information about your racial or ethnic origin, religious beliefs, physical and mental health and details of criminal offences. We will only do this with your explicit consent.

### **Information about other people.**

If you provide information to us about any other person than yourself, such as your relatives, next of kin, advisors, employers, employees or support worker, you must ensure they understand how their information will be used and they have given their permission for you to disclose it to us and for you to allow us to use it.

### **How do we use your personal data?**

When we ask you to supply our personal data, we do so to enable us to:

- Identify the correct education pathway for you
- Pair potential employee with employer successfully
- Enrol you on the necessary qualification to complete your study/training/apprenticeship
- Keep you informed of our updates and requirements.
- Disperse government employer incentives accurately
- Ensure your safety and personal well being is monitored and appropriate support identified if necessary.
- Provide you with industry information.
- To communicate with you in relation to the provision of contracted products and services
- To provide the correct products and services to you.

### **Legitimate interests:**

Where this is necessary for purposes which are in our, or third parties, legitimate interests.

These interests are:

- Provides you with newsletters, surveys, information about awards, events and learner achievement.
- Communication relating to disputes, complaints, issues or appeals.
- Using your feedback to help us improve the quality of our performance
- Performing analytics on retention and achievement of learners, employer's, clients and sales.
- Sharing data with awarding bodies, local councils, Ofsted, for the purpose of education and training. We may also process your personal data if required by law, including responding to requests for government or law enforcement authorities, or for the prevention of crime or fraud and to meet our contractual obligations with government funded bodies.

### **How do we store and dispose of your data?**

All data is kept safely and securely for the minimum duration depending on the need. Hard copy is kept in a locked room/cabinet with access only by ..... staff. Data stored on line is password protected. Once the data is no longer required, we will securely remove it. We follow the periods to keep your data in line with awarding body, government and contractual requirements (please ask for further details).

All funding information pertaining to education and training must be kept until 2030 under E.U rules.

## **Your Data protection Rights**

You have certain rights with respect to use of your personal data.

### **Right to access**

You have the right to request information about whether we hold personal information about you, and if so, what that personal information is and why we are using it.

There are exceptions to this right:

If making the information available to you would reveal personal data about another person.

If we are legally prevented from disclosing such information.

If your request is markedly unfounded or excessive.

**You have the right to request a copy of the personal data we hold about you by contacting us by email or by post (the addresses are at the beginning of this document)**

**We will respond within 1 month (30 days)**

### **Right to rectification/correction**

We endeavour to keep all personal data up to date, accurate and complete. We encourage you to contact us and keep us updated with your contact details, so they are accurate.

### **Right to erasure of your personal information**

This enables you to ask us to remove or delete personal information where there is no good reason for us to continue processing it.

If you want to request that your personal data is to be erased, please contact us.

### **Right to object**

You can object to us using your personal information if there is something about your situation which makes you want to object to the processing of your data or if your personal information is being used for direct marketing purposes.

If you want to request that your personal data is to be erased, please contact us.

### **Right to restrict processing**

This allows you to ask us to suspend the processing of personal information if you want to establish the accuracy or the reason it is being processed. If you want to request that your personal data is to be erased, please contact us.

### **Right to data portability**

You may believe that your data protection rights have been breached, and we cannot resolve your concern, you may log a complaint with the Information Commission's Office. Please visit <https://ico.org.uk/concerns> for more information on how to report a concern.