

## PRIVACY POLICY

### INTRODUCTION

JRV Associates Ltd ('JRV') takes its responsibilities under data protection legislation, including General Data Protection Regulation (EU) 2016/679 (GDPR), seriously. As part of their commitment, JRV has developed this Privacy Notice to clearly communicate what information we collect and hold about individuals. Please read this Policy carefully as it contains important information on how and why we collect, store, use and share personal data and individuals' rights in relation to their personal data, how to contact us and supervisory authorities in the event that you would like to report a concern about the way in which we process your data.

### DEFINITIONS

**Data Controller** means the organisation which determines the purpose and manner in which personal data is processed.

**Data Processor** means any organisation which processes personal data on behalf of a Data Controller.

**GDPR** means the "General Data Protection Regulation" which came into effect on 25 May 2018.

### JRV ASSOCIATES LTD

JRV provide training services for both government funded (ESFA) and privately funded training programmes, these provide a clear distinction between their responsibilities as a Data Controller and Data Processor.

### WHAT PERSONAL DATA DO JRV COLLECT?

We may collect and process the following personal data as a Data Controller to enable us to manage our business activities as a training provider;

#### Information you may provide to us:

If you:

- complete a contact form for us;
- complete a JRV Associates survey;
- correspond with us by phone, e-mail, or in writing;
- report a problem;
- register a complaint;
- enter into a contract with us to receive consultancy or training services;

We may collect your name, e-mail address, postal address, telephone number, qualifications, job role as a minimum.

### DELIVERY OF JRV TRAINING PROGRAMMES

As Data Controller for the delivery of privately funded training programmes. All Learners are provided with the JRV Data protection and Privacy Notice upon registration. Personal Data may also be shared with the Assessing body and Ofsted as the Regulator during their inspections. This may include; Full name, date of birth, postal address, e-mail and telephone contact details, employer details, prior qualifications and equality and diversity data.

## **DELIVERY OF LEVY FUNDED APPRENTICESHIP PROGRAMMES**

As a registered main provider of Apprenticeship programmes, personal data must be supplied to the ESFA in order to meet contractual requirements under Apprenticeship programme delivery. In this contractual relationship, JRV acts as the Data Processor on behalf of the ESFA who is the Data Controller. All Learners are provided with the ESFA Privacy Notice upon registration and can also access this information on their website. Personal Data may also be shared with the Assessing body and Ofsted as the Regulator during their inspections. This may include; Full name, date of birth, gender, postal address, e-mail and telephone contact details, employer details, prior qualifications and equality and diversity data.

## **THIRD PARTIES AND SHARING OF DATA**

JRV Associates Ltd may use third-parties to store and process some of your personal information as part of Training and Apprenticeship programme delivery. The main third parties are listed below;

### **Resilience Tools**

JRV partner with Resilience Tools consultants to deliver Leadership Development; focusing on Leadership behaviours, coaching and teamwork as part of their Management training programmes and Apprenticeships. Information which may be required to register on the Resilience Tools Learner System is Learner Name, Date of Birth, E-mail address and Gender.

### **CMI (Chartered Management Institute)**

JRV partner with CMI to provide the knowledge based learning materials for their Learner journeys through the Virtual Learning Environment (Management Direct), which assists to track learner progress and give Learners access to additional resources and support. CMI also act as the End Point Assessment Organisation, so they require any information to process the assessment. The CMI privacy policy is available on their website. Information which may be provided to CMI is Learner name, ULN, Date of birth, Job role, e-mail address, employer details, postal details and equality and diversity data.

### **OneFile**

JRV work with this third-party to create and manage our Learner journeys, track learner progress and allow them to manage their Eportfolio. Employers, the External Assessors, Ofsted and ESFA may also require access to this information in line with the apprenticeship contract agreement. The OneFile privacy and information security policies are available on their website. Information which may be included in OneFile is Learner name and E-mail address, Cohort/Employer, contracted hours of working (to calculate 20% off the job time) and equality and diversity data. The learner has the ability to add more information of their own choice.

### **Bksb**

JRV work with this third-party to enable learners to meet the requirements of the Apprenticeship programme by giving them access to Functional Skills assessment and support if required. The bksb privacy and data protection policies are available on their website. Information which may be included in bksb is Learner name and E-mail address, Cohort/Employer.

## **DATA RETENTION**

Where there is a contract with JRV, we will retain your personal data for the duration of the contract, and for a period of six years following its termination or expiry, to ensure we are able to comply with any contractual, legal, audit and other regulatory requirements, or any orders from competent courts or authorities.

Where you contact us for enquiries, support or business development purposes and it does not result in a contractual relationship with JRV, any data will be disposed of in a secure manner, unless you consent to this being retained for future reference.

## **DATA PROTECTION**

We store your personal data securely in the UK or European Union. We take reasonable steps to protect your personal data from loss or destruction. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so. JRV has a Data Protection policy to cover this.

## **YOUR RIGHTS**

Under the GDPR, you have various rights with respect to our use of your personal data:

### **Right to Access**

You have the right to request a copy of the personal data that we hold about you by contacting us at the email or postal address given below. Please include with your request information that will enable us to verify your identity. We will respond within 30 days of request. Please note that there are exceptions to this right. We may be unable to make all information available to you if, for example, making the information available to you would reveal personal data about another person, if we are legally prevented from disclosing such information. Or if your request is manifestly unfounded or excessive.

### **Right to Rectification**

We aim to keep your personal data accurate and complete. We encourage you to contact us using the contact details provided below to let us know if any of your personal data is not accurate or changes, so that we can keep your personal data up-to-date.

### **Right to Erasure**

You have the right to request the deletion of your personal data where, for example, the personal data are no longer necessary for the purposes for which they were collected, where you withdraw your consent to processing, where there is no overriding legitimate interest for us to continue to process your personal data, or your personal data has been unlawfully processed. If you would like to request that your personal data is erased, please contact us using the contact details provided below.

### **Right to Object**

In certain circumstances, you have the right to object to the processing of your personal data where, for example, your personal data is being processed on the basis of legitimate interests and there is no overriding legitimate interest for us to continue to process your personal data. If you would like to object to the processing of your personal data, please contact us using the contact details provided below.

### **Right to Restrict Processing**

In certain circumstances, you have the right to request that we restrict the further processing of your personal data. This right arises where, for example, you have contested the accuracy of the personal data we hold about you and we are verifying the information, you have objected to processing based on legitimate interests and we are considering whether there are any overriding legitimate interests, or the processing is unlawful and you elect that processing is restricted rather than deleted. Please contact us using the contact details provided below.

### **Right to Data Portability**

In certain circumstances, you have the right to request that some of your personal data is provided to you, or to another data controller, in a commonly used, machine-readable format. This right arises where you have provided your personal data to us, the processing is based on consent or the performance of a contract, and processing is carried out by automated means. If you would like to request that your personal data is ported to you, please contact us using the contact details provided below.

Please note that the GDPR sets out exceptions to these rights. If we are unable to comply with your request due to an exception we will explain this to you in our response.

### **COMPLAINTS**

If you believe that your data protection rights may have been breached, and we have been unable to resolve your concern, you may lodge a complaint the applicable supervisory authority or to seek a remedy through the courts. Please visit <https://ico.org.uk/concerns/> for more information on how to report a concern to the UK Information Commissioner's Office.

### **CHANGES TO THIS PRIVACY NOTICE**

We keep our privacy notice under regular review. This privacy notice was last reviewed and updated on 7<sup>th</sup> Oct 2019.

### **HOW TO CONTACT US**

If you want to request information about our privacy notice you can email [kelly@jrvassociates.co.uk](mailto:kelly@jrvassociates.co.uk) or write to:

Data Protection Officer

JRV Associates Ltd

46, Victoria Rd

Exmouth

Devon

EX8 1BD