

## General Data Protection Regulations 2018 (GDPR) Privacy Notice

The information provided below briefly explains why Hampshire Training and Assessment Ltd collects information about you, how we keep it safe and confidential and how that information may be used.

### Why we collect information about you

Training and assessment organisations who provide courses are required to maintain records about your qualifications held, training and assessments carried out with us and personal details. We collect and hold data for the purpose of providing courses at the correct level necessary and as proof of training processes conducted.

### Details we collect about you

As a training and assessment establishment who provide you with courses, we maintain records about your personal details, and courses you have conducted and the qualifications you hold. Records which we may hold about you include; your name, address, date of birth, national insurance number, your unique learner number, email address, and/or telephone contact number, notes and reports about your training carried out with us, qualification results for courses carried out with us, and/or copies of previous qualifications held, any contact the centre has had with you, such as emails.

### How we keep your information confidential and safe

All our learner records are kept electronically. Our information is stored on a secure server which is protected by appropriate security with access being restricted to authorised personnel only. For more information please ask Sophia who is authorised to view the learner records.

### How we use your information

We maintain our duty of care to you always and will only pass on information about you if this is a requirement of the certification process. We will always contact you should a different organisation wish to obtain your details for any given reason.

### Accessing your learner record

You have the right to be aware of your learner record held by us, at Hampshire Training and Assessment Ltd. However, we will not provide you with copies of the documentation held, only a list of what we hold. The reason for this being, that the documentation we hold is for the purposes of assessments, and this documentation cannot be published.

### Complaints

If you have any concerns or are unhappy about any of our services, please contact either Centre Manager John Razzell or the Company Director Sophia Razzell. Details of how to make a complaint are available at reception.

For independent advice about data protection, privacy and data sharing issues you can go on [www.ico.org.uk](http://www.ico.org.uk)