

## Privacy Policy

### 1. Our commitment to privacy

- 1.1.** This privacy statement explains how Care Learning and Development collects information from you via the website or in any manner expressly described in the privacy statement and how this information is then used. When you provide us with your personal data you consent to us processing all such personal data as set out in the privacy statement. Please read this privacy statement carefully. If you have any questions, comments, or concerns about how we handle your personal information, please ring us on 0141 2396004 or email us at [info@care-ld.com](mailto:info@care-ld.com).

### 2. Protecting your personal information

- 2.1.** Your personal data is protected by General Data Protection Regulations (GDPR). You can find the details for the UK Information Commissioner at <https://ico.org.uk/>.
- 2.2.** We take appropriate measures to protect your personal information including making a regular backup of our system and data. We have security measures in place to make sure any personal information we collect is secure. All parties with access to your information are subject to confidentiality obligations.

### 3. Personal Information

- 3.1.** We collect personal data about you when you enroll as a learner. At enrolment, we may ask you for sensitive personal data and for your consent to use it for a specific purpose. If you do not wish to provide this information, please let us know. We share some of your personal data with the Awarding Organisations and where relevant with the Skills Funding Agency through their Learner Registration Service. If government funding is available for your course, we collect personal data from you to see if you can have that funding. We use cookies and other technologies to keep track of how you interact with our website and to target advertising. For further information about this please see our Use of Cookies Statement.

### 4. Purposes and Disclosures

- 4.1.** We use your personal information to deal with your queries, to provide you with the services you request, to determine whether you are eligible for government funding (if available), customer feedback and for general statistics and research.
- 4.2.** Depending on the preferences indicated by you:
- 4.2.1.** We may use your personal data to contact you about developments and offers.
  - 4.2.2.** Care Learning and Development may disclose your personal data to your sponsor, if you are being sponsored by your employer or by a trade organisation or other group.
  - 4.2.3.** We may disclose your information to certain government agencies in connection with the funding of your course.
  - 4.2.4.** Following registration and enrolment, either in a client Approved Centre or online, all our approved service providers will have access to your name, date of birth, address, username, learner reference number and details of which Company Name courses you have enrolled on in the past.
- 4.3.** You can request that:
- 4.3.1.** your details are not used for marketing purposes.
  - 4.3.2.** we provide you with a copy of the information we hold about you.

**4.3.3.** we correct inaccuracies in your information.

## **5. The information we collect during enquiries and bookings**

**5.1.** When you register with us, you (or the person registering for you) we ask for:

- 5.1.1.** your full name
- 5.1.2.** email address
- 5.1.3.** your date of birth (security question)
- 5.1.4.** in which region of the UK you are based
- 5.1.5.** where you heard about us.

**5.2.** We also ask for your company name, but you do not have to provide this information if you do not wish to.

**5.3.** You may also provide personal data through:

- 5.3.1.** calls to us
- 5.3.2.** letters and e-mails
- 5.3.3.** customer feedback forms

**5.4.** We do not record calls. In general, if you contact us, we may keep a record of your query or complaint for a reasonable time in case you contact us again.

## **6. How we use the information we collect**

**6.1.** We use your personal information:

- 6.1.1.** to answer your queries or complaints
- 6.1.2.** to deliver our services
- 6.1.3.** to carry out administration
- 6.1.4.** to seek your opinion of the course or service provided
- 6.1.5.** for general statistics and research
- 6.1.6.** for obtaining any relevant professional advice
- 6.1.7.** as may be required by law or in connection with legal proceedings (including where we intend to take legal proceedings), or as may be necessary to establish, exercise or defend our legal rights.

## **7. Third parties and sponsors**

**7.1.** If your employer, trade organisation or other group is sponsoring you, we may give the personal information we have collected to your sponsor to monitor your learning.

## **8. Requests for information**

**8.1.** If you are making an enquiry or request for information, we will use your personal information to reply to your enquiry or request. We will not use this information for marketing purposes without your permission or unless you invite us to do so.

## **9. Keeping your personal data**

**9.1.** We keep personal data:

- 9.1.1.** for as long as is necessary to fulfil the purposes we collected it for
- 9.1.2.** as required by law; or
- 9.1.3.** to enforce or defend legal claims.

## **10. Cookies**

**10.1.** We use cookies and other technologies to keep track of how you interact with our website and to target advertising. Please see the Care Learning and Development Use of

Cookies Statement for further information or alternatively visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

## **11. Your rights**

**11.1.** You have the right to:

- 11.1.1.** ask for a copy of all the information we hold about you and to correct any inaccuracies.
- 11.1.2.** challenge the accuracy of data held about you.
- 11.1.3.** Get your details amended and updated (please phone or email us to request a change).
- 11.1.4.** take steps to prevent your personal data being processed if the processing is likely to cause you substantial damage or substantial distress which is unjustified. If you want to exercise this right we request you put your objection in writing by emailing us, specifying why the processing has this effect and state what you want us to do to avoid causing damage or distress. If you no longer wish to be contacted for marketing purposes, please unsubscribe from the mailing list, or alternatively email us at [info@care-ld.com](mailto:info@care-ld.com).

## **12. How to contact us**

**12.1.** To obtain a copy of your personal data, to correct inaccuracies or if you have any queries or concerns about how we handle your personal data, please contact Care Learning and Development by using the following contact details:

- 12.1.1.** Phone: 0141 2396004
- 12.1.2.** Mobile: 07376 378301
- 12.1.3.** Email: [info@care-ld.com](mailto:info@care-ld.com)

## **13. This policy has been approved and authorised by:**

**Name:** Patrizia Morrone

**Position:** Company Owner

**Signature:** 

**Date:** 20/07/2023

**Next policy review date:** July 2024