

Privacy Notice

Surrey Lifelong Learning Partnership (SLLP) is committed to ensuring that your personal information is kept securely and that your privacy is respected. This notice explains why we collect personal data and how we use it. Some of this personal data is collected via our website, some when we meet face-to-face with prospective learners and clients.

Who are we?

Surrey Lifelong Learning Partnership is a registered charity. It seeks to improve learning opportunities, learner engagement and progression in Surrey, particularly for those who have missed out on learning in the past.

Our contact details

If you have any questions about this Privacy Notice please contact us:

Name: Kevin Delf (Data Protection Officer)
Address: Unit 208, Lansbury Estate, 102 Lower Guildford Road, Woking, GU21 2EP
Telephone: 01483 487892
E-mail: kevin.delf@surreyllp.org.uk

The type of personal information we collect

We collect and process a number of types of personal information:

- Information collected may include your name, address, telephone number, national insurance number and information relevant to the course you are taking or the support you are receiving.
- You may also provide personal information to us when you contact us via a referral form on our website, or by email or telephone.
- We will treat any such personal information in accordance with this Privacy Notice.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you to enable you to enrol on courses, gain qualifications or enhance your employment opportunities. There are a number of ways in which we collect this information:

- When you visit our website, you may be asked to provide information about yourself
- If you are a learner we may obtain further information from you at the point when you sign up to a course.
- If you come to us, or are referred to us, for employment support (e.g. via our ETHOS Project) we will collect information from you (or our referring partners) with a view to enabling you to gaining employment.

Sharing personal information

Unless required to do so we will not share your information with third parties. However, there may be some instances in which we are required to share your personal information:

- We will release your personal information when we are required to do so for legal or regulatory purposes or as part of legal proceedings.
- If you are a learner, we may share your personal information with your employer, to enable them to monitor your progress.
- If you are a learner or prospective learner making an application join a course, we may pass your personal information to an organisation engaged in the delivery of that course.
- We may share information with an organisation which is funding the learning or employment support we provide for monitoring and audit purposes.

Processing of personal information

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting SLLP Data Protection Officer (address below)
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

How we store your personal information

Your information is stored on electronic databases on our secure server. Where paper records must be kept, for example, for government funded courses, these are securely stored in our central office at Unit 208 Lansbury Estate, 102 Lower Guildford Road, Woking, GU21 2EP.

Information is kept only for the legally required amount of time. In most instances this is three years. Occasionally this period can vary, for example if government funded courses require information to be kept for a slightly longer period, and financial records are stored for seven years.

Once the appropriate period has elapsed, we will dispose your personal information by deleting the appropriate computer records and shredding any paper documents.

Your data protection rights

Under data protection law, you have rights including the right:

- to ask us for copies of your personal information.
- to ask us to correct data if you think it is inaccurate or incorrect or incomplete.
- to ask us to erase your personal information in certain circumstances.

- to ask us to restrict the processing of your personal information in certain circumstances.
- to object to the processing of your personal information in certain circumstances.
- to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Unit 208, Lansbury Estate, 102 Lower Guildford Road, Woking, GU21 2EP if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

SLLP Data Protection Officer address:
Surrey Lifelong Learning Partnership
Unit 208 Lansbury Estate
102 Lower Guildford Road
Woking
Surrey
GU21 2EP

Telephone: 01483 487892

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>