

SUPPLIER DATA PROTECTION

HOW WE USE PERSONAL DATA SUPPLIED TO US FROM CUSTOMERS AND SUPPLIES

This data policy outlines how WJB Training and Consultancy Ltd. will use, store and share personal data and supplements any fair processing notice provided to you.

We will use personal data fairly and lawfully and in accordance with the Data Protection Act 1998 (“the Act”) and we are compliant with Article 28 of the GDPR. For the purposes of the Act, we are data controllers.

CONFIRMATIONS FROM WJB: -

1. We will only process personal data in accordance with your instructions;
2. Where our staff have access to the personal data of your customers and/or employees, they are subject to a confidentiality clause in their contracts;
3. WJB will take all measures to process personal data securely in accordance with Article 32 of the GDPR (Security of Processing);
4. WJB will not engage a sub-processor without our prior specific or general written authorisation and that if we need to engage a sub-processor they are instructed under a written agreement which also complies with Article 28 of the GDPR;
5. WJB will use appropriate technical and organisational measures to assist in the event we receive a request from an individual to exercise their data subject rights;
6. WJB will notify you immediately if there is a data breach in relation to the personal data we process on your behalf and confirmation that we will assist you in any notification requirements to the Information Commissioner’s Office;
7. WJB will either delete or return any personal data to you at the termination of the provision of services (unless required by law to retain the personal data); and will make available to you all information necessary to demonstrate compliance with the obligations laid down by Article 28 of the GDPR and allow for and contribute to audits, including inspections, conducted by you or an auditor instructed on your behalf.

PERSONAL DATA WE MAY COLLECT AND USE

Where we get Personal Data From: You may share personal data about yourself and your customers with us through use of our website or within phone calls, emails, by completing learner details forms or otherwise. We may also receive personal data from third parties such as from brokers or other training providers and companies who we work in partnership with.

What categories of Personal Data do we collect? The personal data that we collect ourselves and receive from third parties may include the following: name, address, e-mail address, phone number, date of birth, National Insurance No., training records/ history, and any other details relating to training.

USES MADE OF YOUR PERSONAL DATA

1. WJB Training and Consultancy Ltd. will process this data in accordance with this data policy and may use personal data in the following ways:
2. for registering your information with an awarding body such as CITB, CMI, HABC, Pearson EdExcel or ProQual to manage your training requirements, to tailor training to meet your individual circumstances, to locate you and to check/update your contact details; to carry out marketing analysis for ourselves
3. to provide services to you in relation to training and consultancy services by analysing your training records to improve our website to ensure that content is presented in the most effective manner

BASIS FOR USING PERSONAL DATA

Our use of your personal data for the purposes set out above is for the legitimate interests of our business. As indicated above we may also pass your personal data to awarding bodies and third parties, and this is also for our legitimate business interests.

HOW LONG WILL PERSONAL DATA BE KEPT BY US?

We will retain personal data for seven years from the date of the subjects last training course with us. This is because most training qualifications in our industry are required to be refreshed every five years, a period of seven years allows the qualification holder or their employer to trace copies of their certificates and training records if required.

DISCLOSURE OF PERSONAL DATA TO THIRD PARTIES

We may share personal data with organisations as set out above as under the heading “Uses Made Of Your Personal Data”. WJB Training and Consultancy Ltd. may also share your personal data with third parties as follows: We may share your personal data with third parties who are our clients as set out above under the heading “Uses Made Of Your Personal Data”; We may subcontract some of our services to sub-contractors and we may share personal data with our sub-contractors as data processors; and we may share your personal

data with our suppliers who provide goods and services to us to enable them to provide these to us. These suppliers are our data processors and may only use personal data in the way we specify. We may share personal data with third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation.

SENSITIVE PERSONAL DATA

The Act defines certain personal data as 'sensitive' such as personal data regarding your ethnic origin, physical health and mental health.

We are required by our awarding bodies to understand the needs of our learners, this may involve collecting and using sensitive personal data.

WHERE WE PROCESS PERSONAL DATA

The data that we collect from you will not be transferred to or stored anywhere outside of the European Economic Area (EEA). Except for email alerts. We use the Mail Chimp for our email alerts. Mail Chimp has staff based outside the EEA and stores your data in the US. Mail Chimp is certified under the EU-US Privacy Shield framework. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect personal data, we cannot guarantee the security of your data transmitted to our website.

COMPLAINTS AND ACCESS TO PERSONAL DATA

The Act gives you the right to access personal data held about you. If you would like to access this personal data, are unhappy with how we use your personal data then please contact our Data Protection Officer:

By letter: Sharon Brown, Director of Business & Quality, WJB Training and Consultancy Ltd. Nelson Mill, Gaskell Street, Bolton, BL1 2QE