



GDPR: Data Privacy Policy

Introduction

MJ Training (“We” or “Us”) are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the General Data Protection Regulation (the “GDPR”).

1. Definitions

Data Controller – MJ Training are the Data controller and we determine the purposes and means of processing personal data.

Postal Address – 6 Peddars Court, Peddars Way, Lowestoft, Suffolk. NR32 4TU

Data Protection Officer (DPO) – Michele Judd, of 6 Peddars Court, Peddars Way, Lowestoft, Suffolk. NR32 4TU. Has overall control of how data is processed.

Data Processor – A processor is responsible for processing personal data on behalf of a controller, under the guidance of the DPO. Which includes our trainers, event staff and office staff.

Data subject – Natural person – Including staff/trainers, clients, learners, suppliers and casualties

Categories of data: Personal data and special categories of personal data

Personal data – The GDPR applies to ‘personal data’ meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example, name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

Special categories personal data – The GDPR refers to sensitive personal data as ‘special categories of personal data’ (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

Processing – means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third party – means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

2. The purpose(s) of processing your personal data

We use your personal data for the following purposes:

- To enable us to keep in contact with you and fulfil our contractual obligation
- Providing information regarding our services and to provide appropriate customer care
- Check staff have the relevant qualifications and skills
- To comply with our safeguarding responsibilities
- Ensure reasonable adjustment regarding any medical or learning difficulties are considered
- Confirm the identity of learners for qualifications
- Providing certificates, updates and reminders to clients and learners in respect of their staff / qualifications
- Keeping records of accounts for the purpose of satisfying our legal responsibilities
- Ensuring with regards to a casualty/person being injured or taken unwell, we have the necessary information to treat them, obtain suitable help and inform their next of kin if required.
- For required legal purposes

3. The categories of personal data concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

- Personal data: Address, email addresses, telephone numbers, date of birth, qualification undertaken
- Special Categories: Medical conditions, (possible next of kin), learning disabilities

We have obtained your personal data from yourself.

4. What is our legal basis for processing your personal data?

Our lawful basis for processing your general personal data:

- In the vital interest of the data subject while attending our training to ensure they get the appropriate support to undertake a qualification.

- In compliance with our legal obligation – For example with our accredited qualifications, we are regulated through OFQUAL via our awarding bodies and stipulations are set out regarding what data is required to be processed. To comply with legal requirements to complete and keep accident and incident record forms. To comply with financial regulations as set out by the HMRC.
- To fulfil our contract with an individual in conjunction with their legitimate interest and consent – I.e. If you have provided us with your personal data in order to attend a course, we will use this data to provide your certificate and ongoing support and information.

5. Sharing your personal data

Your personal data will be treated as strictly confidential and will be shared with our trainers and Awarding Bodies i.e. Quasafe Awards on a need to know basis and only where relevant to do so.

Data may also be shared with our accountants for the purpose of satisfying our financial obligations and the HMRC.

Our receptionist, based at Pocket Receptionist, will take contact details and messages, calls may be monitored or recorded, however Pocket Receptionist are PCI and GDPR compliant and also hold certificates for Cyber Essentials and IASME.

6. How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary usually for a period of 6 - 7 years maximum, after your last transaction with you. This means we can provide replacement certificates where training is still in date, provide training records and satisfy OFQUAL requirements and in compliance with HMRC.

7. Providing us with your personal data

You are under an obligation to provide your personal data to us as a member of staff, client, learner, supplier or casualty in order for us to provide –

Staff – Ongoing work, training and support

Client – So we can provide you with the best possible service and training for your staff.

Learner – So we can claim and award you a certificate for the qualification you have attended. Also, to keep you up to date with any changes in legislation, reminders when your certificate is due for renewal and expires, along with other information we believe is relevant to your qualification.

Suppliers – To keep in contact with you for the purpose of making purchases of products and payment.

Casualties – Quick, effective treatment and make an informed decision regarding your ongoing care.

8. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

The right to be informed – We inform individuals how their data is being used, via our ‘Privacy Notices’, available on our website. No automatic opt in clauses are in place on our website.

The right to access their information – Systems in place to be able to identify what data we hold and where, on an individual, including emails, hard copies, cloud storage, other individual computers etc.

The right to rectification of mistakes – The ability to correct inaccurate personal data, must be rectified within one month of the request.

The right to deletion (erase) – An individual can request their personal data is deleted or removed if there is no compelling reason for its continued processing. And within 30 days of the request.

The right to restrict processing – An individual has the right to block or suppress processing of personal data. The need to ensure you have identified sound reasons for lawfully processing personal data, is required, therefore this is explained to learners in detail at the beginning of every course. I.e. we cannot remove – their name, date of the course attended and title of the qualification, as this is also part of our ongoing records of courses delivered as well as part of the clients record if applicable.

The right to data portability – A member of staff, client and learner can request that personal data stored about them can be transferred to a different service provider, again this must be done within 30 days.

The right to object – You must stop processing data unless you can demonstrate compelling legitimate grounds for processing, overriding the interest, rights and freedoms of the individual. I.e. in respect of a legal claim, financial purposes.

Right in relation to automatic processing and profiling – (Not relevant to us) I.e. someone applies for a loan and is turned down because their postcode is in an area of deprivation. The individual can ask for human intervention to re assess the application.

Right to withdraw consent to hold your personal data at any time. However, learners are made aware before undertaking a course that certain information cannot be deleted.

Right to lodge a complaint with a supervisory authority should you be dissatisfied with how we have managed your personal data (the Information Commissioner’s Office (ICO) is the UK’s independent authority set up to uphold information rights in the public interest).

9. Transfer of Data Abroad

We do not transfer personal data outside the EEA.

10. Automated Decision Making

We do not use any kind of automated decision making in our business.

11. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

12. Cookies

Information about our use of cookies

Our website is designed and built by Osam Ltd. It uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website.
- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, remember your preferences (for example, your choice of language or region).
- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

Osam Ltd has their own cookie and privacy policy which can be accessed via our website.

Please note other third parties (including, for example, advertising agency's / networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

13. Call Recording

Our receptionist is located at another address. They operate a call recording process and all calls are recorded. If you are transferred to another member of staff, the call will continue to be recorded.

The purpose of the call recording is to identify staff training needs and in turn improve the service provided by reception staff. This also helps us to establish facts in the event of a customer complaint as well as provide protection for staff against abuse.

Our reception company is fully PCI and GDPR compliant, they also hold certificates for Cyber Essentials and IASME.

14. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

15. How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact our Data Protection Officer, Michele Judd – michele@mjtrainme.co.uk

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with-

The Information Commissioners Office
T: 03031231113 or via
E: <https://ico.org.uk/global/contact-us/email/>
Post to:
The Information Commissioner's Office,
Wycliffe House, Water Lane,
Wilmslow, Cheshire.
SK9 5AF

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