

THE NATIONAL LEARNING CENTRE LIMITED

PRIVACY NOTICE TO LEARNERS

The National Learning Centre Limited is committed to ensuring that we collect and retain Personal Data only to the extent necessary to provide our training services. We are also committed to full compliance with the General Data Protection Regulation (known as GDPR).

“personal data” means 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, home address or private email address.

1. I have purchased these programs myself. What are my rights?

If you have personally purchased our Programs for your own use, then you are a Client and our [terms and conditions](#) of service supply apply to you. You must also comply with our conditions for the fair use of this website which are set out [here](#) or we may refuse to provide training to you. In addition, you are entitled to all of the rights of individual Learners set out in this notice for the protection of your personal data.

2. Someone else paid for this training. What are my rights?

If someone else has paid for your Program(s) you are not a Client and our terms and conditions of service supply do not apply to you. However, you must comply with our conditions for the fair use of this website which are set out [here](#) or we may refuse to provide training to you. In addition, you are entitled to all of the rights of individual learners set out in this privacy notice for the protection of your personal data.

3. What Personal Data will we collect and what will we do with it?

In order to deliver the training, we need certain information about each individual learner as follows.

3.1. The information we collect:

In order to deliver training, we will collect and keep a record of the following information on all learners:

- Your name, so that we can identify you.
- Your email address, which is unique to you. It enables our system to identify you and to communicate with you about training, including sending reminders when your training is due for renewal. The email address is also your username when you log in.
- Your password. This is unique to you and securely encrypted. If you forget your password, it can be retrieved following the procedures on this site but our admin team will not be able to provide it to you over the phone as they do not have access to it.

- Your address. This enables us to communicate with you formally by post. It enables us to recover your account by writing to you at this address, if you no longer have access to the email that is registered with us.
- Your phone number. If you call us we will text a code to this number to verify your identity. We will then be able to discuss your account on the telephone. If you do not provide your phone number we will only be able to discuss details about your account via your registered email. Your phone number will not be used for any other purpose.
- Details of the training programs that you have purchased and your progress. This enables you to keep a track of your training through your private dashboard.
- A record of when you passed a training program and when it must be renewed. This allows you to know when a renewal is due. We will also email or text a reminder to you.
- Your test score results. This is for your records.

3.2. Our Virtual Training Room

If you have received training through our Virtual Training Room and do not have access to your own personal log in, then the only information that we will collect is your full name, the date the training took place, the renewal date and the person who paid for the training.

3.3. Why do you need my date of birth?

If you pay for the training yourself, we do not need your date of birth and will not ask for it.

If someone else is paying for your training, your date of birth will ensure that we can distinguish you from anyone else in the same organisation with the same name.

3.4. Why do you need my grade?

This information helps us to check that you have received the appropriate training Program(s).

3.4.1. Health and Social Care Professions

Your grade is especially important in the health and social care environment and establishing your grade forms part of the proof of compliance for work process. For this reason, some employers and agencies require this as mandatory information. Once it is input and verified by the person who paid for the Programs, you cannot change it except by referring to them as the controller of this data. If your profession and grade is not listed, please select: No Grade – All.

3.4.2. Students and Staff of Educational Establishments

It is important for Educational Establishments to distinguish between students and members of staff. Please select educational student or educational staff, as appropriate. Once it is input and verified by the person who paid for the Programs, you cannot change it except by referring to them as the controller of this data.

3.4.3. Other Professions

If your professional grade is listed, please select it. If your profession and grade is not listed, or you do not want us to hold this information, please select: No Grade – All.

4. What is the legal basis for collecting and processing this data and how long will we keep it?

4.1. If you paid for the Programs yourself

This information will be kept and processed by us in order to fulfil our contract to you. We will keep it for three years after the expiry of our agreement with you or three years after the last training program provided to you whichever is later.

4.2. If someone else is paying for the training

We will keep this information in our system for three years after the expiry of our agreement with the person who paid for your training. During the additional three years, we will store it and only process it as necessary to settle any disputes or to provide copies to you or to the person who paid for the training.

5. Transferring Information to Third Parties

5.1. If you paid for the training yourself

We may process your personal data directly or through subcontractors appointed on terms that ensure your confidentiality. Subcontractors must be UK or EEA residents.

We may also provide Personal Data to third parties, but only when required to do so by law.

5.2. If someone else paid for the training

If someone else pays for your training, your personal data are stored in your personal profile which is available to our Client to view through the dashboard that we will create for them. If you make any changes or change your email address, they will be aware of the change.

Access to the Client dashboard is restricted by a log in username and encrypted password and it is our Client's responsibility to keep these details secure.

Our Client may also:

- download your information to their own system or print it via their own dashboard. When they do this, their actions will be covered by their own Privacy Policy.
- request copies of the data we hold, which we will send to them by email to the email address they have registered with us in pdf or excel format. What they do with it when they receive it is covered by their own Privacy Policy.

If they contact you using the information we have collected for any purpose other than training then they will be doing so in accordance with their own Privacy Policy.

You may ask to see a copy of their policy by contacting them directly.

We may process your personal data directly or through subcontractors appointed on terms that ensure your confidentiality. Subcontractors must be UK or EEA residents.

We may also provide Personal Data to third parties, but only when required to do so by law.

6. Transfer of Personal Data outside EEA

We will not transfer any Personal Data outside of the United Kingdom or the EEA.

7. Financial Information

Our online sale is via a secure payment management system. We do not have access to, or keep, your financial details.

8. Responding to Queries and Recovering your Details

We will respond to any email received from your registered email address as if it were you.

If you, or someone purporting to be you, calls us and wants to discuss your account over the phone, you give us permission to do so, if your phone is registered with us and the person calling can tell us your post code, your registered email address and the code number which we will text to the registered phone. Otherwise you will need to contact us via your registered email address.

If you forget your log in details you can recover your password by clicking on the link at any log in page but you will need to have access to the email address that is registered with us as we will send the password only to that account.

If you no longer have access to the email address registered with us, you give us permission to write to your registered address with new log in credentials if you or someone purporting to be you calls us and give us your full name, the email address registered with us and your post code. If your phone is registered with us, you give us permission to text new log in credentials to your registered phone if you or someone purporting to be you calls us and gives us your full name, the email address registered with us and your post code and is able to tell us the code which we will text to your phone.

9. Marketing Emails

If you have paid for your own training, you consent to our sending you learning suggestions and special offers from time to time. However, each promotional email we send to you will have an unsubscribe link. If you click on this link at any time, we will stop sending promotional emails to you immediately. We will not give your email address to any third parties for marketing purposes.

10. Controlling your personal information

Unless subject to an exemption under the GDPR, all of our learners have the following rights with respect to their Personal Data:

- The right to request a copy of the Personal Data which we hold about you;

- The right to request that we correct any Personal Data if it is found to be inaccurate or out of date;
- The right to request your Personal Data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent has been the lawful basis for processing the data.
- The right to request that we provide you with your Personal Data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your Personal Data, to request a restriction is placed on further processing;
- The right to object to the processing of Personal Data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).

If you have paid for your own training, you may exercise your rights, seek additional information or make a complaint at any time by emailing us at admin@nationallearningcentre.co.uk

If someone else has paid for your training, they are the controller of your personal data and they are responsible for ensuring that your rights are respected by giving us the appropriate instructions. If you want to exercise your rights, seek additional information or make a complaint at any time then you should contact the person who paid for your training and ask for the person responsible for Personal Data Control. You can also send us an email at admin@nationallearningcentre.co.uk and we will forward your email to our Client contact.

11. Consent

When you register with us, or log in for the first time, you consent to our processing the information as described above but for no other purpose, although we may use anonymised data for statistical or analytical purposes.

If you do not want to give us consent to process your data as described above, you must not proceed. If someone else is paying for your training, let them know.

If you wish to withdraw your consent at any time, please email us at admin@thenationallearningcentre.co.uk

You can download or save a copy of this Privacy Notice by following your browser's instructions.

12. Automated Decision Making

We do not use any form of automated decision making.

13. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

14. Complaints

You may exercise your rights, seek additional information or make a complaint at any time by emailing us at mail@thehealthandsafetyconsultancy.co.uk

If we are not able to resolve a complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

15. Updates

This Privacy Notice is dated May 25, 2018. It will be updated from time to time so check back with it occasionally so that you can stay informed. If there is a material change in the nature of who will have access to your Personal Data, we will email you with an update giving you the opportunity to withdraw your consent.