

## Training & Development Privacy Statement

**We take your privacy seriously and are committed to protecting your personal information. We aim to be clear and open about our data and security practices.**

Volunteer Cornwall is registered in England as a charitable company limited by guarantee. Registered Charity No. 1069957 VAT No. 643 5247 41 Company No. 3562830. We are the 'controller' of your personal information for the purposes of supplying and delivering training activities.

Where we ask you to provide us with any information by which you can be identified, you can be assured that it will only be used in accordance with this privacy statement, and in line with the General Data Protection Regulation (GDPR) 2018.

Please read this Statement carefully as it contains important information on who we are, how and why we collect, store, use and share your personal data, your rights in relation to your personal data, how to contact us, and how to contact supervisory authorities in the event that you would like to report a concern about the way in which we process your personal data.

### What information do we collect about you?

We collect information about you when you fill in booking or expression of interest forms, complete a Learner Assessment Record, apply for funding, or otherwise contact us by phone or email or via our website enquiries to:

- Register for a course
- Receive an Information, Advice & Guidance session
- Sign up on funding programmes
- Sign up for email updates
- Contact us for enquiries about training
- Complete occasional surveys or provide feedback.

This information may include:

- Name, role and organisation
- Contact details including email address
- Demographic information such as postcode and interests
- Sensitive information regarding your health that is necessary for us to be aware of or forms part of any contractual arrangement with ESF or other funder's paperwork.

### How do we use your information?

We collect information about you to manage your training requirements, provide you with the services that you have registered for, process your registration with an Awarding Body or to fulfil any contracts that may fund your training such as through ESF programmes.

We may also:

- provide you with a certificate or other record of learning;
- contact you directly in relation to our quality assurance processes, investigations, appeals, and complaints;
- assess and provide reasonable adjustments in relation to your learning or assessment where requested.

We also use your information to help us develop training offers that you need, and where we have a lawful basis, known as a 'legitimate interest', and permission to contact you, we may use it to help us send you relevant and timely information about the training that we offer.

### **Where do we store your information?**

We store your information in secure cabinets with restricted access to our training team.

We have a secure IT system with password protected training database to record and store your information on site.

### **How long do we keep your information?**

We do not keep your information for longer than necessary. We keep financial information for seven years due to legal audit requirements. There are additional contractual requirements if you are funded through a specific programme and you will be alerted to these when you complete paperwork. Once information is archived it will not be retrievable by staff in their normal business.

If you have registered on the ESF VCSE programme between April 2017 to March 2019 your details will be kept until 2030 due to EU contractual arrangements.

### **Marketing**

If you have made enquires or attended one of our training courses from Volunteer Cornwall we will send you information which may be of interest to you. You have a right to stop us from contacting you for marketing purposes at any time. All our marketing emails contain unsubscribe links. You can also contact us at any time to request a change to your marketing preferences.

### **Access to your information**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, you can:

- Email: [training@volunteercornwall.org.uk](mailto:training@volunteercornwall.org.uk)
- Write to: Volunteer Cornwall, Acorn House, Heron Way, Truro TR1 2XN

### **Keeping your information up to date**

We want to make sure that any personal information we hold about you is accurate and up to date. Please contact us to correct or remove information you think is inaccurate.

### **Sharing your information with other organisations**

Volunteer Cornwall will not sell your information to any third party. We may share your information with third parties where we have legal duty to do so or to provide you with a training service you have asked for. For example, if you wish us to refer to you another training provider.

Volunteer Cornwall will ensure there is a contract in place with such third parties (external tutors) which include obligations in relation to the confidentiality, security, and lawful processing of any personal data shared with them.

If you are undertaking a regulated qualification with an external Awarding Body we are required to share limited information (Name, Gender and DOB) to register your details and you may also have to provide evidence of your identity.

If you are registered through an ESF programme to fund your training, we are required to share information with the contract manager (fund holder).

If you have registered on the ESF VCSE programme between April 2017 to March 2019 your details will be shared with the EU, the Learning Partnership and the Education and Skills Funding Agency as per contractual arrangements.

We may have to share some details with our insurers in the event of an accident.

In the case of safeguarding we may have to share information with Cornwall Council's Safeguarding Teams, in the event of information coming to light which we feel merits referral to the safeguarding team. We have a legal duty to report such matters, whether or not, we have your consent to do so.

### **Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 24<sup>th</sup> September 2019.

### **Your rights and how to contact us**

Data protection regulations give you clear rights over how your data is used by us and your right to review any information held by us.

GDPR provides the following rights for individuals:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

You can find out more detail about your rights by visiting the Information Commissioner's Office website's section on [individual rights](#). You can also read about Volunteer Cornwall's statement on our website.

You also have the right to report concerns or complain about our handling of your data to the Information Commissioner's Office. Details of how to do this can be found on its [website](#).

Contact us if you have any questions about our privacy policy or information we hold about you.

- By phone or e-mail:  
**[www.volunteercornwall.org.uk](http://www.volunteercornwall.org.uk)**  
Acorn House  
Heron Way  
Newham  
Truro TR1 2XN  
[Mariannew@volunteercornwall.org.uk](mailto:Mariannew@volunteercornwall.org.uk)
- By phone to the ICO (information Commissions Office): 0303 123 1113  
Using their online complaints service: <https://ico.org.uk/make-a-complaint/>

**ICO Registration no: Z7520254**

**September 2019**