



Privacy Policy

REV/DATE	DETAILS OF REVISION	AUTHORISED BY	REVIEW DATE
March 23	First Issue	SJ Ewart	Sept 24



The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

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 for one of the following reasons:

- To allow contact with you via Website
- To access Government funded learning direct for your benefit, provided by the relevant party
- To enable a full and concise Careers Information Advice and Guidance session to take place

We use the information that you have given us in order to

- draw down funding to cover relevant to the training provided to you
- to provide accurate Careers Information Advice and Guidance and draw down relevant funding

We may share this information with

- National Careers Service
- Awarding bodies to process certifications
- Funding bodies to secure funding

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 sam.ewart@cmtservices.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a legitimate interest.

How we store your personal information

Your information is securely stored on a CRM that is managed by the Prime Funding Provider.

Where we are required to retain physical copies of your details, these are securely stored in filing cabinets.

We will only keep your personal information for the minimum time as required and detailed within the Prime Funding Providers requirements

Full details of this are provided depending upon which contract you have engaged with.

We will then dispose your information by shredding of physical paperwork and obtaining a Certificate of Compliance.



Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right 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 Sam Ewart, Deane House, Belvedere Road, Taunton TA1 1HE 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 Sam Ewart, Deane House, Belvedere Road, Taunton TA1 1HE

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>