

Apprentice Privacy Notice

Who We Are

ProVQ Ltd collect and process your personal information in accordance with this privacy notice and in line with the relevant data protection Regulation and laws. This notice provides you with the information regarding your rights and our obligations and explains how, why and when we process your personal data.

ProVQ's registered office is at:

**Unit 37 Atcham Business Park,
Atcham,
Shrewsbury,
SY4 4UG**

We are a company registered in England and Wales under company number **5559332**.

We are registered on the Information Commissioner's Office Register registration number Z9379595 and act as a data controller.

Our designated Data Protection Appointed Person for the organisation is **Carla Warren**, who can be contacted at:

Post: As above
 Email: carla@provq.com
 Tel: 01743 762800

Information That We Collect

ProVQ processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our services. We will never collect any unnecessary personal data from you and do not process your information in any way other than as detailed in this notice.

You do not have to provide your personal information to ProVQ however, as your information is required for us to fund, deliver and certificate your apprenticeship Programme we will not be able to offer our apprenticeship service to you without it.

When on a ProVQ Apprenticeship Programme we collect the following Ordinary personal data:

- Name
- Date of Birth
- Home Address
- Personal Email
- Home Telephone Number
- Mobile Telephone Number
- Gender
- National Insurance number
- Unique Learner Number (ULN) - (sourced from Gov Learner records service)
- GCSE results
- College or Further Education courses/qualifications

Document Owner	Document Title	Version Number	Authorised
Carla Warren	Apprentice Privacy Notice	V004	Carla Warren 02/10/19

- Initial Assessment results for Math’s & English
- Your Learning Style
- Progress on programme
- Photographs
- Employer Name
- Employer address
- Employer phone number
- Next of Kin / emergency contact name
- Next of Kin / emergency contact details
- Hobbies & interests

When on a ProVQ Apprenticeship Programme the Special Category data that we collect from you is:

- Your ethnicity
- Any additional support requirements you may have
- Physical disabilities, learning difficulties and disabilities and other health related concerns
- Unspent criminal convictions

We collect this information directly from you via:

- Individual Learner Record (ILR)
- Apprenticeship Agreement
- Individual Learning Plan & Commitment Statement
- Voluntary Individual Needs Declaration
- Consent for the collection and processing of special category data
- Photographic consent form
- Initial Assessment Record (learner support one to one interview)

How We Use Your Personal Data

ProVQ Ltd will never disclose, share or sell your data without your consent; unless we are required to do so by law. We only keep your data for as long as is necessary and for the purpose detailed in this notice.

We collect, process and store your personal data in order to:

- Track your progression & achievement for the duration of the Programme
- Claim the Government and /or employer funding for your training
- Register you for your qualification allocate online exams and certificate your apprenticeship on successful completion of the Programme
- Book your accommodation for when you are on residential training blocks
- Timetable your training blocks
- Produce your block reports at the end of each training block
- Produce ALN session reports after additional support sessions have been delivered
- Complete your competency assessments within the workplace (if required)
- Complete your workplace reviews
- Provide you with any additional support required throughout your apprenticeship including access to assessment arrangements if required
- Provide you with access to remote learning and digital learning opportunities

Your Rights

Document Owner	Document Title	Version Number	Authorised
Carla Warren	Apprentice Privacy Notice	V004	Carla Warren 02/10/19

You have the right to ask to see any personal information that ProVQ holds about you and to request information about:

- What personal data we hold about you
- Why we process your data
- Who we share or disclose your data to
- How long we intend to keep your personal data for
- If we did not collect the data directly from you, information about who we got the data from

If you think that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information. We will aim to correct it as quickly as possible; unless there is a good reason for not doing so at which point you will be notified.

You also have the right to request that we delete your personal data or restrict processing of it in accordance with the data protection laws. You have the right to object to any direct marketing from us; to exercise your data portability rights, and to be informed about any automated decision-making we may use.

If we receive a request from you wanting to exercise any of the above rights, we may ask you for proof of your identity before actioning your request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent other than for the purposes stated in this notice or where there is a legal requirement for us to do so.

If you are aged under 18 when you start your apprenticeship Programme with us, Child Protection law requires us to ask your parent or legal guardian to provide us with consent for you to:

- attend residential training
- be contacted by ProVQ staff via email or mobile phone
- have photographs taken
- use internet facilities within ProVQ training centers

ProVQ uses third parties to provide the below services; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

LRS – The information you supply is used by the Learning Records Service (LRS). The LRS issues Unique Learner Numbers (ULN) and creates Personal Learning records across England, Wales and Northern Ireland, and is operated by the Education and Skills Funding Agency, an executive agency of the Department for Education (DfE). For more information about how your information is processed, and to access your Personal Learning Record, please refer to:

<https://www.gov.uk/government/publications/lrs-privacy-notice>

ESFA – We are funded and governed by the Education and Skills Funding Agency (ESFA) and we are required to share your data with them in order to gain funding from your employer/ ESFA for your training requirements. For more information on how they process and use your data, please refer to:

<https://www.gov.uk/government/publications/esfa-privacy-notice>

The IMI – for registering you on your qualification and providing your qualification certificates. View their privacy policy at:

<https://www.imiregister.org.uk/privacy-policy>

Hospitality Guaranteed – for the booking of your accommodation whilst on residential training. View their privacy policy at https://www.hgonestop.co.uk/hg_onestop/site_info/privacy

Document Owner	Document Title	Version Number	Authorised
Carla Warren	Apprentice Privacy Notice	V004	Carla Warren 02/10/19

For Scottish Apprentices:

Scottish Modern Apprenticeships online - for registering you on your qualification and providing your qualification certificates. View their privacy policy at:

<https://modernapprenticeships.org/web/privacy-policy>

Your Apprenticeship Programme is a Government or Employer (Levy) funded training programme. The Education & Skills Funding Agency (ESFA) is the Government Department who processes your funding. View their privacy notice at:

<https://www.gov.uk/government/publications/esfa-privacy-notice>

Third Party processors will only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

Safeguarding Measures

ProVQ takes your privacy seriously and takes every reasonable measure and precaution to protect and keep your personal data safe. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place which include:

- TLS, encryptions, password restricted access, two factor authentication, firewalls, anti-virus/malware and a web filtering and monitoring system as well as secure, lockable filing systems for the storage of paper-based documentation and data.

Transfers Outside the EU

ProVQ uses some products or services (*or parts of them*) that may be hosted or stored in non-EU countries, which means that we may transfer any information which is submitted by you outside the European Economic Area ("EEA") for the below purposes:

- Communications sent via email

When you send us an email the personal information you submit may be stored on servers which are hosted in non-EU countries. Where this is the case, we take steps to ensure that those providers use the necessary level of protection for your information and abide by strict agreements and measures set out by ProVQ to protect your data and comply with the relevant data protection law

How Long We Keep Your Data

ProVQ only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations.

Special Categories Data

Owing to the services that we offer ProVQ sometimes needs to process sensitive personal information (*known as special category data*) about you to:

- Ensure that we can maintain your welfare and health & safety whilst on a ProVQ Apprenticeship Programme
- Ensure we can provide you with any support arrangements that may be necessary for you to participate in a ProVQ Apprenticeship Programme. This would include applying for Access to Examination Arrangements if necessary
- Monitor ProVQ policies and procedures to ensure that fair processes are being carried out

Where we collect such information, we will only ask for and process the minimum necessary for the specified purpose and where we are legally allowed to do so.

Document Owner	Document Title	Version Number	Authorised
Carla Warren	Apprentice Privacy Notice	V004	Carla Warren 02/10/19

Where we need your consent for processing special category data, we will obtain your explicit consent through a signature. You can change or withdraw your consent at any time which we will act on immediately, unless there is a legitimate or legal reason for not doing so.

In order to ensure your welfare, Health & Safety and that you are able to have an equal opportunity to participate in a ProVQ Apprenticeship Programme it may be necessary for us to share special category data with a third party such as an employer, accommodation provider or the Awarding Body. In these cases, we will always ask for your explicit consent before sharing any special category data with a third party.

Making A Complaint

If you wish to raise a complaint regarding the processing of your personal data or are unhappy with how we have handled your information you have the right to make a complaint to ProVQ and the supervisory authority:

ProVQ Ltd: Contact name and details at the front of this document

Information Commissioners Office:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <https://ico.org.uk/global/contact-us/email/>

Telephone: 0303 123 1113

Report a concern: <https://ico.org.uk/concerns/>

Cookie Notice

A '**cookie**' is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. When you visit a site that uses cookies for the first time, a cookie is downloaded onto your computer/mobile device so that the next time you visit that site your device will remember useful information such as items added in the shopping cart, visited pages or logging in options.

Cookies are widely used in order to make websites work more efficiently and our site relies on cookies to optimise user experience and for features and services to function properly.

Most web browsers allow some control to restrict or block cookies through the browser settings, however if you disable cookies you may find this affects your ability to use certain parts of our website or services. For more information about cookies visit <https://www.aboutcookies.org>.

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