



PRIVACY NOTICE (June 2023)

This is the Privacy Notice for Greatest Expectations and Greatest Expectations Ltd Calvary House 36-40 Grange Road, Middlesbrough TS1 5AU

01642 220 777 or info@greatestexpectations.co.uk

What counts as personal data?

Personal data is any information that relates to an identified or identifiable living individual. Different pieces of information, which collected together can lead to the identification of a particular person, also constitute personal data.

The GDPR protects personal data regardless of the technology used for processing that data – it's technology neutral and applies to both automated and manual processing, provided the data is organised in accordance with pre-defined criteria (for example alphabetical order). It also doesn't matter how the data is stored – in an IT system, through video surveillance, or on paper; in all cases, personal data is subject to the protection requirements set out in the GDPR.

Greatest Expectations collects the following personal data:

- Name and surname
- Home address
- National Insurance Number
- An email address such as name.surname@company.com

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 so we can deliver the training you have requested, and so we can function as a business by employing people and meeting our contractual obligations.

Also this information is used to process registration and achievement with the awarding organisations.

As a sub-contractor we may share this information with Middlesbrough College and New College Durham, for example on college enrolment forms.

Legal basis for processing data

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Consent, which you are able to remove at any time by contacting us

(b) Contractual obligation to deliver the training you have requested

(c) Legal obligation, where there are statutory or other legal requirements to share the information i.e. with law enforcement agencies

(d) Legitimate interest in the running of our businesses to allow us to provide you with the best products and services in the most secure and appropriate ways

How we store your personal information

Hard copy data is stored securely with access controlled by the Quality Nominee.

Electronic (i.e. scanned) data is stored in password access databases accessible only to staff according to their job role.

See our Data Protection/GDPR and Data Retention Policy

We retain enrolment paperwork for the length of each contract (the duration of the academic year) and then unless otherwise mandated for a maximum of 6 years.

Unwanted data is securely destroyed.

Greatest Expectations does not retain copies of any personal identification, i.e. passports, birth certificates etc.

Staff records are kept for the duration of their employment and then for 6 years afterwards with all DBS and ID destroyed.

Your data protection rights

- **Right of access** - You have the right to ask us for copies of your personal information.
- **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.
- **Right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

- **Right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.
- **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 will not be charged for exercising your rights as above, if you make a request we have one month to respond to you. Please contact us at the above address if you wish to make a request.

How to complain to Greatest Expectations

Greatest Expectations follows the advice of the Information Commissioner's Office, and has not appointed a Data Protection officer. This is because we are not a public authority, nor do our activities involve a large scale monitoring of individuals or the processing of data relating to criminal convictions.

If you have any concerns about our use of your personal information, you can make a complaint to us at the above address, in writing.

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

ICO Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Requests may be made for a copy of our Data Protection Policy using the contacts on page 1 of this Privacy Notice.