

Achievement Training & Skills

GDPR Policy

2025 – 2026

Document Revision

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Review Date	01 Sep 2025	Signature: E. Johnson (Chief Operations Officer)
Next Review Date	01 Sep 2026	Appointment: E. Johnson (Chief Operations Officer)
All company policies are to be reviewed by the Chief Operations Officer annually or earlier where circumstances dictate.		

Achievement Training & Skills (ATS) GDPR Policy

Introduction

ATS is committed to data security and take its responsibilities of regarding the processing and security of personal information very seriously. We will be clear and transparent about the information we are collecting and what we will do with it. This policy is to be read in conjunction with the Data Protection Policy.

Norwich office contact details:

Email: evie@positiveachievement.co.uk

Tel: 07881807719

This policy sets out the following:

1. Data Controller

For the purpose of GDPR, the Norwich office is the Data Controller of all the personal information that is provided to us by you.

2. Personal Information

Personal data we collect and process, is any information relating to you which allows us to identify you, e.g. your name, contact details, date of birth, nationality etc.

Information you provide to us could be in the form of; this list is not exhaustive:

- Completing a form on our website or on paper.
- Completing a survey.
- Corresponding with us by phone, email, or writing.
- Reporting a problem.
- Applying for a course.
- Applying for a job.
- Undertaking a service with us.

All personal data is collected and processed in accordance with UK GDPR laws.

Other types of information we may collect, other than personal information, include sensitive information and information regarding other people.

3. Sensitive Information

We collect information about your racial or ethnic origin, religious beliefs, physical and mental health and details of criminal offences. We will only do this with your explicit consent.

4. Information About Other People

If you provide information to us about any other person than yourself, such as your relatives, next of kin, advisors, employers, employees or support worker, you must ensure they understand how their information will be used and they have given their permission for you to disclose it to us and for you to allow us to use it.

5. How We Use Your Personal Data

When we ask you to supply our personal data, we do so to enable us to:

- Identify the correct education pathway for you.
- Pair potential employee with employer successfully.
- Enrol you on the necessary qualification to complete your study/training/apprenticeship.
- Keep you informed of our updates and requirements.
- Disperse government employer incentives accurately.
- Ensure your safety and personal wellbeing is monitored and appropriate support identified if necessary.
- Provide you with industry information.
- To communicate with you in relation to the provision of contracted products and services.
- To provide the correct products and services to you.

6. Legitimate Interests

Where this is necessary for purposes which are in our, or third parties, legitimate interests. These interests may include:

- Providing you with newsletters, surveys, information about awards, events, and learner achievement.
- Communications relating to disputes, complaints, issues or appeals.
- Using your feedback to help us improve the quality of our performance.
- Performing analytics on retention and achievement of learners, employer's, clients and sales.
- Sharing data with awarding bodies, local councils, Ofsted, for the purpose of education and training. We may also process your personal data if required by law, including responding to requests for government or law enforcement authorities, or for the prevention of crime or fraud and to meet our contractual obligations with government funded bodies.

7. How We Store and Dispose Your Data

All data is kept safely and securely for the minimum duration depending on the need. Data stored online is password protected. Once the data is no longer required, we will securely remove it. We follow the periods to keep your data in line with awarding body, government, and contractual requirements (please ask for further details).

All funding information pertaining to education and training must be kept until 2030 under UK GDPR law.

8. Your Data Protection Rights

You have rights with respect to use of your personal data.

Right to Access

You have the right to request information about whether we hold personal information about you, and if so, what that personal information is and why we are using it. There are exceptions to this right:

- If making the information available to you would reveal personal data about another person.
- If we are legally prevented from disclosing such information.
- If your request is markedly unfounded or excessive.

You have the right to request a copy of the personal data we hold about you by contacting us via email or post (the email address is provided in the Introduction) We will respond within one month (30 days).

Right to Rectification/Correction

We endeavour to keep all personal data up to date, accurate and complete. We encourage you to contact us and keep us updated with your contact details, so they are accurate.

Right to Erasure Your Personal Information

This enables you to ask us to remove or delete personal information where there is no good reason for us to continue processing it. If you want to request that your personal data is to be erased, please contact us.

Right to Object

You can object to us using your personal information if there is something about your situation which makes you want to object to the processing of your data or if your personal information is being used for direct marketing purposes.

Right to Restrict Processing

This allows you to ask us to suspend the processing of personal information if you want to establish the accuracy or the reason it is being processed.

Right to Data Portability

You may believe that your data protection rights have been breached, and we cannot resolve your concern, you may log a complaint with the Information Commission's Office. Please visit <https://ico.org.uk/concerns> for more information on how to report a concern.