

Achievement Training & Skills

GDPR Policy

2026–2027

Document Revision

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Review Date	01 Sep 2026	Signature: E. Johnson (Chief Operations Officer)
Next Review Date	01 Sep 2027	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 takes its responsibilities regarding the processing and protection 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

Data protection contact: Evie Johnson, Chief Operations Officer, is the responsible contact for data protection queries relating to this policy. If you have any questions about how your personal data is collected, used, stored or shared, or if you wish to exercise any of your data protection rights, please contact Evie Johnson using the contact details provided above.

This policy sets out the following:

1. Data Controller

For the purposes of UK GDPR, Achievement Training & Skills is the Data Controller for the personal information provided to us, unless otherwise stated.

2. Personal Information

Personal data we collect, and process is any information relating to you that allows us to identify you, for example your name, contact details, date of birth or nationality.

Information you provide to us may include, but is not limited to:

- 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 person other 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 your personal data, we do so to enable us to:

- Identify the correct education pathway for you.
- Match potential employees with suitable employers.
- Enrol you on the necessary qualification to complete your study/training/apprenticeship.
- Keep you informed of our updates and requirements.
- Process 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, employers, 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 of 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).

Funding information relating to education and training will be retained in line with applicable funding, contractual, audit and legal requirements.

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 manifestly 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.

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 of 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 have the right to request that personal data you have provided to us is transferred to you or another organisation in a commonly used, machine-readable format, where this right applies.

Complaints

If you believe your data protection rights have been breached and we are unable to resolve your concern, you may complain to the Information Commissioner's Office. Please visit <https://ico.org.uk/concerns> for more information on how to report a concern.