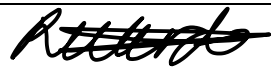


POLICY DOCUMENT

Learner Data Protection & Privacy Policy

Name of Policy	Date Effective	Review Date	Signature
Privacy Policy	5 September 2022	5 September 2023	

BACKGROUND:

FW Solutions Ltd understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website, www.fwsolutions.net ("Our Site") and will only collect and use personal data in ways that are described here, and in a manner that is consistent with Our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of Our Privacy Policy is deemed to occur upon your first use of Our Site. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

1. Definitions and Interpretation

In this Policy, the following terms shall have the following meanings:

"personal data"

means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to Us via Our Site. This definition shall, where applicable, incorporate the definitions provided in the Data Protection Regulation and the DPPEC (Data Protection, Privacy and Electronic Communications (Amendment Etc.) (EU Exit)) Regulations 2020 following the withdrawal from the EU 31 December 2020.

"We/Us/Our"

means FW Solutions Ltd, a limited company registered in England under company number 06765022, whose registered and main trading address is Windsor House, Cornwall Rd, Harrogate HG1 2PW.

2. Information About Us

- 2.1 Our Site is owned and operated by FW Solutions Ltd a limited company registered in England under company number 06765022, whose registered address is Windsor House, Cornwall Rd, Harrogate HG1 2PW and whose main trading address is the same.
- 2.2 Our VAT number is 287 7115 70.
- 2.3 Our Data Protection Officer is Patrick Richter at Realise, and can be contacted by email at patrick.richter@realisetraining.com, by telephone on 07850271153 or by post at Windsor House, Cornwall Rd, Harrogate HG1 2PW.
- 2.4 We are regulated by Ofsted, ESFA, Student Finance England and our awarding bodies Pearson, NCFE and ProQual.
- 2.5 We are registered with the Information Commissioner's Office (ICO) under registration Z2138498.

Learner Data Protection & Privacy Policy

3. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that We have no control over how your data is collected, stored, or used by other websites and We advise you to check the privacy policies of any such websites before providing any data to them.

4. Your Rights

4.1 As a data subject, you have the following rights under the GDPR, which this Policy and Our use of personal data have been designed to uphold:

- 4.1.1 The right to be informed about Our collection and use of personal data;
- 4.1.2 The right of access to the personal data We hold about you (see section 12);
- 4.1.3 The right to rectification if any personal data We hold about you is inaccurate or incomplete (please contact Us using the details in section 13);
- 4.1.4 The right to be forgotten – i.e. the right to ask Us to delete any personal data We hold about you (We only hold your personal data for a limited time, as explained in section 6 but if you would like Us to delete it sooner, please contact Us using the details in section 13);
- 4.1.5 The right to restrict (i.e. prevent) the processing of your personal data;
- 4.1.6 The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
- 4.1.7 The right to object to Us using your personal data for particular purposes; and
- 4.1.8 Rights with respect to automated decision making and profiling.

4.2 If you have any cause for complaint about Our use of your personal data, please contact Us using the details provided in section 13 and We will do Our best to solve the problem for you. If We are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

4.3 For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

5. What Data Do We Collect?

Depending upon your use of Our Site, We may collect some or all of the following personal and non-personal data:

- 5.1 name;
- 5.2 date of birth;
- 5.3 gender;
- 5.4 business/company name
- 5.5 job title;
- 5.6 profession;
- 5.7 contact information such as email addresses and telephone numbers;
- 5.8 demographic information such as post code, preferences, and interests;

Learner Data Protection & Privacy Policy

6. How Do We Use Your Data?

- 6.1 All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with Our obligations and safeguard your rights under GDPR at all times. For more details on security see section 7, below.
- 6.2 Our use of your personal data will always have a lawful basis, either because it is necessary for Our performance of a contract with you, because you have consented to Our use of your personal data (e.g. by subscribing to emails), or because it is in Our legitimate interests. Specifically, We may use your data for the following purposes:
 - 6.2.1 Supplying Our services to you (please note that We require your personal data in order to enter into a contract with you);
 - 6.2.2 Replying to emails from you;
 - 6.2.3 Supplying you with emails that you have opted into (you may unsubscribe or opt-out at any time by using the link at the bottom of our e-shots);
 - 6.2.4 Market research;
- 6.3 With your permission and/or where permitted by law, We may also use your data for marketing purposes which may include contacting you by email, telephone and/or post with information, news, and offers on Our products and services. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that We fully protect your rights and comply with our obligations under the Data Protection Regulation and the DPPEC (Data Protection, Privacy and Electronic Communications (Amendment ETC) (EU Exit)) Regulations 2020.
- 6.4 You have the right to withdraw your consent to Us using your personal data at any time, and to request that We delete it.
- 6.5 We will typically hold data relating to your instructions for a period of 6 years after completion of the matter. The reason for this is that the Limitation Act 1980 typically provides that legal proceedings for breach of contract or negligence can be brought up to 6 years after the events. We, therefore, have a legitimate business interest in retaining the data should any subsequent legal proceedings.
- 6.6 It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

7. How and Where Do We Store Your Data?

- 7.1 We only keep your personal data for as long as We need to in order to use it as described above in section 6, and/or for as long as We have your permission to keep it.
- 7.2 Your data will only be stored in the UK.
- 7.3 Data security is very important to Us, and to protect your data We have taken suitable measures to safeguard and secure data collected through Our Site.
 - 7.3.1 Our website has a security certificate ensuring any data transmitted via forms is encrypted.

Learner Data Protection & Privacy Policy

7.3.2 All administrative website staff have strong passwords to log into the site.

8. Do We Share Your Data?

- 8.1 We may share your data with other companies in Our group for certificates, examinations and results, online courses and qualification checks and during quality inspection. This includes OFSTED, Pearson (Edexcel), ESFA (Education and Skills Funding Agency), ACE (Apprenticeship Certificates England), NCFE, VQ Manager, One File, Student Finance England, VideoTile, EPAOs (End Point Assessment Organisations), NCFE/CACHE, TQUK, Proqual, Cognisoft and Realise.
- 8.2 We may sometimes contract with third parties to supply products and services to you on Our behalf. These may include payment processing, online courses and marketing. In some cases, the third parties may require access to some or all of your data. Where any of your data is required for such a purpose, We will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, Our obligations, and the obligations of the third party under the law.
- 8.3 We may compile statistics about the use of Our Site including data on traffic, usage patterns, user numbers, sales, and other information. All such data will be anonymised and will not include any personally identifying data, or any anonymised data that can be combined with other data and used to identify you. We may from time to time share such data with third parties such as prospective investors, affiliates, partners, and advertisers. Data will only be shared and used within the bounds of the law.
- 8.4 In certain circumstances, We may be legally required to share certain data held by Us, which may include your personal data, for example, where We are involved in legal proceedings, where We are complying with legal requirements, a court order, or a governmental authority.

9. How Can You Control Your Data?

- 9.1 In addition to your rights under the GDPR, set out in section 4, when you submit personal data via Our Site, you may be given options to restrict Our use of your data. In particular, We aim to give you strong controls on Our use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from Us which you may do by unsubscribing using the links provided in Our emails and at the point of providing your details).
- 9.2 You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service ("the TPS"), the Corporate Telephone Preference Service ("the CTPS"), and the Mailing Preference Service ("the MPS"). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

10. Your Right to Withhold Information

You may access certain areas of Our Site without providing any data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data.

Learner Data Protection & Privacy Policy

11. **How Can You Access Your Data?**

You have the right to ask for a copy of any of your personal data held by Us (where such data is held). Under the GDPR, no fee is payable and We will provide any and all information in response to your request free of charge. Please contact Us for more details at enquiries@fwsolutions.net or using the contact details below in section 12.

12. **Contacting Us**

If you have any questions about Our Site or this Privacy Policy, please contact Us by email at enquiries@fwsolutions.net, by telephone on 01423 536672, or by post at Windsor House, Cornwall Rd, Harrogate HG1 2PW. Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you (as under section 11, above).

13. **Changes to Our Privacy Policy**

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.

14. **Policy Review**

Overall responsibility for this Privacy Policy within FW Solutions Ltd and the implementation thereof lies with Lesley Rimmington, Quality Director.

This policy will be reviewed annually by Lesley Rimmington, Quality Director, Rebecca Warden, Business Development Director, Patrick Richter, IT Manager and Janet Williams, Office Manager.

This Privacy Policy is Version 5 and was adopted on 05/09/2022 following annual review.

This Privacy Policy is due to be reviewed on 05/09/2023