

Data Privacy Policy

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1. Who we are?

All Smart Training Limited (10596181) are an approved training provider who specialise in the training of Gas and Electric in the utilities sector.

Note: In this policy the use of; we, our, us is to be read as meaning All Smart Training Ltd.
The use of 'you' refers to the reader.

We are recognised by LCL Awards as an approved centre.

We are recognised by the Energy & Utilities Skills register (EUSR) as an approved provider of training and assessment within the utilities (Power & Gas) sector.

2. How we share your data

We obtain personal data for the legitimate use of enquiries and registration of learners who wish to use our services.

We strictly share personal data of learners for the use of registration & certification with our awarding bodies (LCL Awards & EUSR). Subject to the services you require from us will directly affect which awarding body we share your data with (which is discussed at learner interview and application stage).

How our awarding bodies share your data is in their own Data Privacy Policies:

<https://lclawards.co.uk/privacy-policy>

<https://www.eusr.co.uk/privacy/>

If a learner chooses to use one of our services accredited by LCL Awards we must provide our awarding body with the learners Unique Learner Number (ULN) for the purposes of application and registration. If the learner is unable to provide, or doesn't know their ULN, then we must obtain this through the Learning Records Service (LRS) which is a government portal that provides information of learner's formal qualifications.

How LRS handle your data can be seen at:

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

We also use another online portal, called Parnassus, to register learners who choose to use one of our services accredited by LCL Awards. Their privacy policy can be seen at:

<http://www.parnassusonline.com/privacy-policy/>

3. How long do we store your data for?

We store personal data in our secure database where only authorised personnel have access to it. The document is also encrypted with passwords to abide by Data Protection Laws.

- We delete all learner's data after 6 years from certification.
- We erase all data regarding enquiries after 6 months of no positive contact.

4. What we won't do

We strictly do not share personal data for enquiries. We strictly do not share any data of any kind for the use of advertising, marketing and upselling products associated with us.

5. Personal information we collect and use

We collect the following information for the use of contacting, registering and grading learners:

- Learner Name and contact details including address, telephone number, email address, next of kin
- Learner date of birth and gender
- Unique Learner Number (ULN)
- National Insurance number
- Details of previous qualifications and experience
- Proof of identity (passport, driving licence)
- Sensitive personal data of learners relating to health, learning ability and ethnic grouping

We collect certain categories of data (sensitive personal data) for the use of meeting specific needs of the learners when in centre. This information is recognised by the General Data Protection Regulation ("GDPR") as sensitive and requires additional protection to protect the rights of the learner(s).

6. How and why we collect data

We obtain data when we receive it directly either from - referrals, direct telephone communication or through our website <https://www.allsmarttraining.co.uk/>

Personal information we collect must be provided to use for the reasons below:

- To register you as a learner and notify our awarding bodies that you're completing the respective qualification
- To conduct assessments and examinations
- To issue examination results
- To otherwise provide you with the services we offer
- To satisfy legal obligations which are binding on us relation to tax purposes and anti-money laundering.

7. Our Website

The only time we request personal data from you on our website is when you're enquiring about services we offer. We ask you for your name, email address and telephone number (optional).

We use WP Forms to collect enquiries on our website, their privacy policy can be seen at <https://wpforms.com/privacy-policy/>

8. Your rights

The General Data Protection Regulation sets out seven key principles:

- (a) Lawfulness, fairness and transparency
- (b) Purpose limitation
- (c) Data minimisation
- (d) Accuracy
- (e) Storage limitation
- (f) Integrity and confidentiality (security)
- (h) Accountability

(a) processed lawfully, fairly and in a transparent manner in relation to individuals ('lawfulness, fairness and transparency');

(b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes ('purpose limitation');

(c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation');

(d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay ('accuracy');

(e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals ('storage limitation');

(f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ('integrity and confidentiality').

(h) The controller shall be responsible for, and be able to demonstrate compliance with, the other six principles ('accountability').

9. How to complain

If you wish to raise a complaint on how we have handled your personal data, you can contact our Centre Manager (info@allsmartraining.co.uk) who will investigate the matter.

Should you be unhappy with our we have handled your complaint, you have the right to complain to the information Commissioner's Office, which is the regulator for data protection.