

ELA TRAINING SERVICES

Data Protection and GDPR Policy



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Data Protection and GDPR Policy

Statement of Intent

At ELA Training Services we are dedicated in protecting and safely storing the personal data we collect from you. ELA Training Services is the Data Controller when it comes to processing activities mentioned in this document. This means that ELA Training Services decide why and how to collect and process your personal data. This policy applies to you if you are employed by ELA Training Services, have enrolled on a learning programme provided by ELA Training Services, or are registered as an employer for one of our learners.

Definition and Scope

ELA Training Services holds and processes information about employees, learners, employers and suppliers for academic, administrative and commercial purposes. When handling such information, ELA Training Services and all staff must comply with the General Data Protection Regulations (GDPR) which are set out in the Data Protection Act 2018 (the Act).

The UK GDPR includes provisions that promote accountability and governance and as such the Company have put comprehensive and effective governance measures into place to meet these provisions. The aim of such measures is to ultimately minimise the risk of breaches and to uphold the protection of personal data. This policy also serves as a reference document for employees and third parties on the responsibilities of processing, handling and accessing personal data and data subject requests

This Policy sets out ELA Training Services obligations regarding the collection, processing, transfer, storage, and disposal of personal data. The procedures and principles set out herein must be always followed by ELA Training Services, its employees, associates, employers, and other stakeholders working on behalf of the Company.

In summary these state that personal data shall:

- Be processed fairly, lawfully and in a transparent manner,
- Be obtained for a specified, explicit and lawful purpose and shall not be processed in any manner incompatible with the purpose,
- Be adequate, relevant and limited to what is necessary for the purpose
- Be accurate and up to date, (Inaccurate data will be erased or rectified without delay)



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- Not be kept for longer than necessary for the purpose
- Be processed in a manner that ensures appropriate security of the personal data
- Be kept safe from unauthorised processing, and accidental loss, damage or destruction
- Not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data, except in specified circumstances.

Definitions

- "Data controller" is the person, authority or agency who determines the purpose and method for processing data. ELA Training Services is the Data Controller for the purposes of this policy
- "Data processor" an individual handling or processing data on behalf of the Data Controller
- "Data subjects", "staff", "associates", "learners" and "other data subjects" may include past, present and potential members of those groups.
- "Other data subjects" and "third parties" may include contractors, suppliers, contacts, referees, friends or family members.
- "Processing" refers to any action involving personal data, including obtaining, viewing, copying, amending, adding, deleting, extracting, storing, disclosing or destroying information.
- "Personal Data" any information which enables a "data subject" to be identified
- "Personal Data Breach" means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored, or otherwise processed
- "Special Category Personal data" Is personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sexual life, sexual orientation, biometric, or genetic data
- "UK GDPR" refers to the United Kingdom General Data Protection Regulation, tailored by the Data Protection Act 2018 and amended by The Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019/2020



Notification of Data Held

- ELA will notify all staff and students, and other relevant data subjects of the types of data held and processed by ELA concerning them, and the reasons for which it is processed.
- When processing for a new or different purpose is introduced, the individuals affected by that change will be informed and the Data Protection Register entry will be amended.

Staff Responsibilities

All staff shall:

- Ensure that all personal information which they provide to ELA Training Services in connection with their employment is accurate and up to date
- Inform ELA Training Services of any changes to information, for example, changes of name, address etc.
- Check the information which ELA Training Services will make available from time to time, in written or automated form, and inform ELA Training Services of any errors or, where appropriate, follow procedures for up-dating entries on computer forms. ELA Training Services will not be held responsible for errors of which it has not been informed.
- When staff hold or process information about learners, colleagues or other data subjects (for example, learners' course work, references, or details of personal circumstances), they should comply with the following:

Staff shall ensure that:

- All personal information is kept securely
- Personal information is not disclosed either orally or in writing, accidentally or otherwise to any unauthorised third party. Unauthorised disclosure may be a disciplinary matter and may be considered gross misconduct in some cases.
- When staff supervise learners doing work which involves the processing of personal information, they must ensure that those learners are aware of the General Data Protection Principles, in particular, the requirement to obtain the data subject's consent where appropriate.



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Learner Responsibilities

All learners shall:

- Ensure that all personal information which they provide to ELA Training Services is accurate and up to date
- Inform ELA Training Services of any changes to that information, for example, changes of address, name etc.
- Check the information which ELA Training Services will make available from time to time, in written or automated form, and inform ELA of any errors or, where appropriate, follow procedures for up-dating entries on computer forms. ELA Training Services will not be held responsible for errors of which it has not been informed.

Rights to Access Information

- Staff, learners and other data subjects in ELA Training Services have the right to access any personal data that is being kept about them either on a computer or in a structured and accessible manual file. Any person may exercise this right by submitting a request in writing to the appropriate designated data controller.
- ELA Training Services aim to comply with requests for access to personal information as quickly as possible but will ensure that it is provided within 40 days unless there is good reason for the delay. In such cases, the reason for the delay will be explained in writing by the designated data controller to the data subject making the request.
- Subject Consent: In some cases, such as the handling of sensitive information or the processing of research data, ELA Training Services is entitled to process personal data only with the consent of the individual. Agreement to ELA Training Services processing some specified classes of personal data is a condition of acceptance of a learner on to any course, and a condition of employment for staff.
- ELA Training Services may process sensitive information about a person's health, disabilities, criminal convictions, race or ethnic origin in pursuit of the legitimate interests of ELA Training Services. For example, some staff positions or courses will bring the applicants into contact with children, including young people between the ages of 16 and 18, and ELA Training Services has a duty under the Children's Act 1989 and other enactments to ensure that staff are suitable for the position, and learners for the courses offered. ELA Training Services may also require such information for the administration of the sick pay policy, the absence policy or the equal opportunities policy, or for course assessment.



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• ELA Training Services also asks for information about certain health needs, such as allergies to specific forms of medication, or conditions such as asthma or diabetes. ELA Training Services will only use such information to protect the health and safety of the individual, for example, in the event of a medical emergency. The consent of the data subject will always be sought prior to the collection of any sensitive data as defined by the Act.

The Data Controller and the Designated Data Controllers

- Catherine Goodwin is the Data Controller under the Act, and the Chief Executive Officer is ultimately responsible for implementation. Information and advice about the holding and processing of personal information is available from the Data Protection Officer – Catherine Goodwin
- **Assessment Marks:** Learners shall be entitled to information about their marks for assessments; however, this may take longer than other information to provide. ELA Training Services may withhold enrolment, awards, certificates, accreditation or references in the event where monies are due.
- **Retention of Data:** ELA Training Services will keep different types of information for differing lengths of time, depending on legal, academic and operational requirements.
- **Compliance:** Compliance with the Act is the responsibility of all learners and members of staff. Any deliberate or reckless breach of this Policy may lead to a disciplinary hearing, and where appropriate, legal proceedings. Any questions or concerns about the interpretation or operation of this policy should be taken up with the Data Protection Officer.
- Any individual, who considers that the policy has not been followed in respect of personal data about him or herself, should raise the matter with the Data Controller initially. If the matter is not resolved, it should be referred to the staff grievance or learner complaints procedure.

Review

The effectiveness of this procedure and associated arrangements will be reviewed annually under the direct supervision of the Chief Operating Officer.

Adoption Date	Updated	Review Date	COO
08/2024	30/07/2025	01/08/2026	



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