

Issue 06/18

BL Training Privacy Notice

This privacy notice explains how BL Training Ltd looks after personal information you give us or that we learn by having you as an applicant's/learner/client/employer/employee and the choices you make about marketing communications you agree we may send you. This notice explains how we do this and tells you about your privacy rights and how the law protects you.

TOPICS:

- What information we collect about you
- How information about you will be used
- Marketing
- Employment
- How long your information will be kept for
- Where your information is kept
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WHAT INFORMATION WE COLLECT ABOUT YOU

We collect information about you when you book an interview/appointment or when you are wanting an apprentice, for a course/job/service or treatment, visit the salon for a service or treatment, buy a product or apply for a job, whether contact is online, on paper, by email or over the phone.

The information you give us may include your name, address, email address, phone number, relevant history which may suggest that a service or treatment should not go ahead, or certain products should not be used (e.g. allergies, pregnancy, skin conditions), payment and transaction information, IP address and CVs.

For clients under the age of 16, we will only keep and use their personal information with the consent of a parent, carer or guardian. (check this out with the centres)

HOW INFORMATION ABOUT YOU WILL BE USED

In law, we are allowed to use personal information, including sharing it outside the training centre/salon, only if we have a proper reason to do so, for example:

- To fulfil a contract with you i.e. apprenticeship programme/contract of employment/to provide the service or treatment you have requested and to communicate with you about your appointments/learners/course opportunities.
- When it is in our legitimate interest i.e. there is a business or commercial reason to do so, unless this is outweighed by your rights or interests.
- When you consent to it: we will always ask for your consent to hold and use health and medical information.

We will therefore share your information with:

- Apprentices who will be dealing with your appointment in centre, this will be documented on your record card and allergies from skin tests.
- ESFA (education and skills funding agency) they provide the guidance and specification for collection on learner data. Their privacy notice is available here <https://www.gov.uk/government/publications/esfa-privacy-notice>
- LRS (Learner record service) their privacy notice is available here <https://www.gov.uk/government/publications/lrs-privacy-notice>
- City and guilds their privacy notice is available here <https://www.cityandguilds.com/help/privacy-statement>
- ILM (Institute of Leadership & Management) their privacy notice is available here <https://www.i-l-m.com/privacy>
- Ecordia their privacy notice is available here <http://www.ecordia.co.uk/privacy-statement>
- Local Authorities

We have rigorous data protection and security policies in place with all our suppliers.

We will not share your information with any other third party without your consent except to help prevent fraud, or if required to do so by law.

MARKETING

We would like to send you information about course opportunities, surveys, products and services which may be of interest to you. We will ask for your consent to receive marketing information.

If you have consented to receiving marketing, you may opt out at a later date.

You have the right at any time to stop us from contacting you for marketing purposes or giving your information to third party suppliers of products or services. If you no longer wish to be contacted for marketing purposes, please contact our Data Protection Officer on 0191 2619636.

EMPLOYMENT

The information we collect about employees, the purposes it is used for payroll and accounts and who it will be shared with is set out in our employment contracts and employee handbook.

HOW LONG YOUR INFORMATION WILL BE KEPT FOR

Unless you request otherwise, we will keep your information to contact you no more than:

Learner data – 7 years

Client data – 4 years

Employers data – 2 years

Employees data – 7 years

This is in line with our retention policy.

Information about unsuccessful job applicants will be deleted after the position has been taken.

See our [data retention policy](#) for further information, including employee data.

WHERE YOUR INFORMATION IS KEPT

Your information is stored within the European Economic Area on secure servers provided by Thought (QLearner) and Ecordia. Sending information via the internet is not completely secure, although we will do our best to protect your information and prevent unauthorised access.

All paper data is stored in locked cabinets, online data is secure through fire walls to keep this secure.

ACCESS TO YOUR INFORMATION AND CORRECTION

You have the right to request a copy of the personal information that we hold about you. This will normally be free, unless we consider the request to be unfounded or excessive, in which case we may charge a fee to cover our administration costs.

If you would like a copy of some or all of your personal information, please contact Data protection officer 0191 2619636.

We want to make sure that your personal information is accurate and up-to-date. You may ask us to correct or remove information you think is inaccurate.

You have the right to ask us to object to our use of your personal information, or to ask us to delete, remove or stop using your personal information if there is no need for us to keep it.

E-NEWSLETTERS [only include this section if you send your clients e-newsletters with subscriber tracking facilities – check with your salon software provider]

We email e-newsletters to inform you about course opportunities, products, services and treatments provided by our company. You have the opportunity to unsubscribe from e-newsletters at any time.

E-newsletters may contain subscriber tracking facilities within the actual email, for example, whether emails were opened or forwarded, which links were clicked on within the email content, the times, dates and frequency of activity. We use this information to refine future email campaigns and provide you with more relevant content based around your activity.

OTHER WEBSITES

Our website includes links to other websites. This privacy notice only applies to this website so when you link to other websites you should read their own privacy notices. These are included above under how your information will be used.

CHANGES TO OUR PRIVACY NOTICE

We keep our privacy notice under regular review and we will place any updates on this webpage. This privacy notice was last updated on 08th May 2018.



HOW TO CONTACT US

Please contact us if you have any questions about our privacy notice or information we hold about you:

- By email joanne.knowles@blhairdressing.co.uk
- Or write to us at BL Training Ltd, 1st Floor, 11 Nelson Street, Newcastle upon Tyne, NE1 5AN

You also have the right to complain to the Information Commissioner's Office. Find out on their website how to report a concern:

www.ico.org.uk/concerns/handling