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## PRIVACY NOTICE

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### Introduction:

Excellence-Solutions Limited, understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our learners, staff and customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

### 1. Information About Excellence-Solutions Limited

Company name: Excellence-Solutions Limited

Address: 188-190 Hoe Street, Walthamstow, London, E17 4QH

Data Protection Officer: Elvy Kollasseril.

Email address: [elvy@cpba.co.uk](mailto:elvy@cpba.co.uk)

Telephone number: 020 8004 8835.

We are regulated by the Education and Skills Funding Agency (ESFA), European Social Fund (ESF), Office for Standards in Education, Children's services and Skills (Ofsted) and various Awarding Organisations (AO's).

### 2. Privacy statement

The information you supply is used by the Education and Skills Funding Agency, an executive agency of the Department for Education (DfE), to issue you with a Unique Learner Number (ULN) and to create your Personal Learning Record, as part of the functions of the DfE. For more information about how your information is processed, and to access your Personal Learning Record, please refer to: <https://www.gov.uk/government/publications/lrs-privacy-notice>

### 3. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

### 4. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 6, below.

### 5. What Are My Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way. Part 6 explains more about how we use your personal data

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 1.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

## 6. **What Personal Data Do You Collect?**

We may collect some or all of the following personal data using enrolment and course documentation (this may vary according to your relationship with us:

- Name
- Date of birth
- Gender
- Ethnicity
- Address
- Email address
- Telephone number
- NI number
- Passport/ID number
- Payment information

Your personal data may also be obtained from the following third party;

- Learner Record Service (LRS)

## 7. **How Do You Use My Personal Data?**

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one of the following purposes:

- Providing and managing your learning information with Education & Funding authorities.
- Providing and managing your payment information to us.
- Supplying our products and/or services to you. Your personal details are required in order for us to enter into a contract with you.
- Communicating with you. This may include responding to emails or calls from you.
- To notify you about changes to our services, terms, or privacy policy.
- To improve our website, services, and marketing efforts.
- To send you marketing communications, promotional offers, and surveys related to our courses and services, where you have provided consent.
- To comply with legal or regulatory obligations.
- You may opt-out at any time by writing to us, stating you wish to have your personal information deleted from our systems. However, we are contracted to hold your information for a minimum period by the ESFA, ESF and AO's, and will inform you of these when requested.

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email, telephone, text and/or post, with information, news, and offers on our products and/or services.

You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

## 8. **How Long Will You Keep My Personal Data?**

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods

- Until 31 December 2030 under the ESF co-financing contract requirement;

## 9. **How and Where Do You Store or Transfer My Personal Data?**

We will only store or transfer your personal data within the European Economic Area

(the "EEA"). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the GDPR or to equivalent standards by law.

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- Controlled access by Excellence-Solutions Limited employed staff.
- Recognised and approved IT systems.

#### 10. **Do You Share My Personal Data?**

We will not share any of your personal data with any third parties for any purposes, subject to one important exception.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

#### 11. **How Can I Access My Personal Data?**

If you want to know what personal details we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 1.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 21 days of receiving your request and, in any case, not more than one month after receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

#### 12. **How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please write to the DPO at the email or address mentioned in Part 1.

#### 13. **Consent for WhatsApp Communication**

By providing your phone number, you explicitly consent to being contacted by us via WhatsApp for marketing, promotional, and customer service purposes. If you wish to withdraw this consent at any time, you can do so by contacting us or by adjusting your communication preferences.

#### 14. **Changes to this Privacy Notice**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available to you at the earliest opportunity when the change takes place.