

Privacy Notice

Overview

Three13 Training & Enterprise is committed to protecting your personal data. Under the GDPR/ Data Protection Act 2018, Three13 Training & Enterprise is a Data Controller and as such, must let you know how we collect, use, store and protect (“process”) the personal information entrusted to us. Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller’s possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the “GDPR”). This policy explains how we use any personal information we collect about you and for what purposes.

Information is collected from you so that we can provide you with a range of services through Three13 Training & Enterprise (including but not limited to training, employability etc). You will be asked to provide information in order to sign up for our courses and services, this is part of the contract arrangements to fund your course.

The personal data we process

We process the personal information you share with us when completing enrolment and registration forms on in paper or on our website, corresponding with us by phone, email, letter, text or through social media.

The information you give us may include personal data such as your name, date of birth, postal address, email address, phone number, personal description and/or photographs. We may also hold certain categories of sensitive information that you have told us about, such as your health and circumstances and this will be used to ensure we provide the best care and support we can.

We are committed to holding your personal data securely. Only Three13 Training & Enterprise staff and volunteers can see the data and can access it.

Where do we store your personal data

We may store your information on computers (hard drives or cloud based storage), paper or both.

Any paper files that contain personal data (other than names and contact details) are kept on secure premises in locked cupboards and filing cabinets.

Information you provided to us is stored on secure servers.

Information we receive from other sources

We may also receive information about you from other third parties we work closely with, such as Job Centres, The Probation Service, other partners, payment and delivery services and information providers

Special Category Data

Special category data, under the GDPR, is deemed more sensitive information in relation to your race, ethnic origin, politics, religion, health, sex life or sexual orientation and is processed to ensure data is handling sensitively. Data in relation to criminal activity also requires an additional condition to be met when processing. Any criminal activity data we process, such as through DBS disclosures, is processing in line with our Disclosure and Disclosure Information Policy.

Our website uses browser cookies; please see our cookie policy on the website for further information.

How we use your personal data

We use your personal data for the following purposes:

- To enable us to provide a service for the benefit of learners;
- To enable us to provide services as specified and agreed by our contracts;
- To manage our employees, temporary tutors/mentors and volunteers;
- To maintain our own accounts and records;
- To inform past and potential learners about news, events, activities and specific training courses;
- To help us agree with you the appropriate services we can provide to support you in your training or other services we provide to you;

- To monitor and report on our performance in supporting you, including producing statistics and equalities monitoring reports;
- To enable supply chain partners to claim payment as per contracts;
- To better understand how our services work, what difference they make to the people involved and how to improve future services for people like yourself.

Our lawful basis for this processing is as follows:

- Explicit consent of the data subject so that we can keep staff, learners and volunteers informed about news, events, activities and services.
- Processing is necessary for carrying out legal obligations in relation to our contracts and/or under employment law, or a collective agreement;
- there is no disclosure to a third party without consent

You are under no statutory or contractual requirement or obligation to provide us with your personal data. But failure to do so will result in you not being able to provide you with some of aspects of additional support you may require for training, job hunting, skills development and access to qualifications.

Disclosure of your personal data

Your personal data will be treated as strictly confidential and will be shared only with other staff and/or volunteers to provide services to learners. You will be asked to sign agreements about the data we hold and share, specific to the contracts we hold. We will only share your data with third parties with your consent and we will never pass on your details for marketing purposes.

International transfers

The data we collect from you may be transferred to, and stored at, a destination outside the UK, as part of the funding we received to enable us to offer training and services. By submitting your personal data you agree to this transfer, storing or processing. We will take all reasonable steps to ensure your data is treated securely and in accordance with this policy and in compliance with the GDPR 2018.

How we protect your personal data

Protecting your data is important to us and we have put in place security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We also limit access to your personal data to those employees, volunteers, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breaches and will notify you and any applicable regulator of a breach where we are legally required to do so.

We may anonymise your personal data (so that you can no longer be identified from such data) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

When you leave our website, we encourage you to read the privacy notice of other websites you visit.

Data retention

We keep your personal data for no longer than reasonably necessary and the length of time we keep your personal data will vary depending upon the purpose for which it is processed. For more information please request a copy of our Data Retention Policy from our Data Representative Three13 Training & Enterprise, The Oakwood Centre, Cleasby Way, Durham Lane Industrial Park, Eaglescliffe, Stockton on Tees, TS16 0RD –Phone number 01642 781919.

Your rights

Unless subject to an exemption under the GDPR, you have rights with respect to the personal data we process, including the following:

- the right to request a copy of the personal data which we hold about you;
- the right to request that we correct any personal data if it is found to be inaccurate or out of date;

- the right to request your personal data is erased where it is no longer necessary to retain such data;
- the right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- the right to data portability from one electronic environment to another, where data is processed by electronic means;
- the right to object to the processing of personal data in certain circumstances; your right to object to direct marketing is absolute;
- the right to be informed when automated decision making and profiling is used and to request human intervention;
- the right to withdraw your consent to the processing at any time, where 'Consent' was our lawful basis for processing your data.

For further details on your rights under the GDPR/ DPA 2018, please visit the [ICO website](#).

Keeping your data up to date

We always try to ensure the data we hold is accurate and up to date. Please advise us if you change any details, such as your address, contact number, etc. so that we may update our records accordingly.

Automated decision making and profiling

We do not use any form of automated decision making.

How to make a complaint

To exercise all relevant rights, queries or complaints, in the first instance please contact the Data Representative - Three13 Training & Enterprise, The Oakwood Centre, Cleasby Way, Durham Lane Industrial Park, Eaglescliffe, Stockton on Tees, TS16 ORD – email: admin@three13.co.uk – Phone number 01642 781919.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the: [Information Commissioners Office](#) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

Version control and reviews

(minimum annually checked and updated more frequently as required)

Version	Date	Who	What was done
1	6.4.18	Jill Govier	original notice written
	20.8.18	Jill Govier	Document Reviewed
2	22.8.19	Jill Govier	Document Updated
3	30.10.19	Jill Govier	Document Updated
4	27.8.20	Jill Govier	Policy updated and separated from data protection policy
5	7.1.21	Jill Govier	Policy Amended
6	1.12.21	Jill Govier	Policy Amended – name change of TVCP to Three13 Training & Enterprise

All policies once amended will be effective immediately and a copy of this will be accessible via our website