

# COLLEGE OF LONDON LIMITED

## Privacy Policy

# General Data Protection Regulation (GDPR) 2018 Privacy Notice

## How your personal information is used by College of London.

### How we use your personal information

This privacy notice is to let you know how C.O.L will promise to look after your personal information. This includes what you tell us about yourself, what we learn by having you as a customer, and the choices you give us about what marketing you want us to send you. This notice explains how we do this and tells you about your privacy rights and how the law protects you.

From time to time, we may use your information to contact you with details about our training courses, products, and services which we feel may be of interest to you. We may also share your information with our group companies and carefully selected third parties primarily to improve your experience with C.O.L but, sometimes, so that they (or we) may contact you with information about their products or services which we feel may be of interest to you. If this is the case we will inform you of our intentions anywhere you are asked to provide an email address or phone number.

We may wish to contact you for this purpose by telephone, post, SMS, or email. You have the right at any time to stop us from contacting you for marketing purposes. You may also request at any time that we do not share your information with third parties referred to in this paragraph. If you wish to exercise these rights you can do so by selecting your contact preferences at the point where you provide us with your details on our websites, applications, or services or by sending us an email to [ermir@collegeoflondon.org.uk](mailto:ermir@collegeoflondon.org.uk)

Your privacy is protected by GDPR. Those regulations state that we are allowed to use personal information only if we have a lawful basis to do so. This includes sharing it with organisations outside of C.O.L.

The regulations state that we must have one or more of these bases:

- To fulfil a contract we have with you, or
- When it is our legal duty, or
- When it is in our legitimate interest, or
- When you consent to it.

### Our Privacy Promise

We promise:

- To keep your data safe and private.
- Not to sell your data.
- To give you ways to manage and review your marketing choices at any time.

## How we collect your data

College of London For the most part, C.O.L will ask permission for your data, particularly where marketing is concerned.

Some of our pages have enquiry forms or contact forms which are connected to our website. The information from these forms is stored on our website. The data is also passed on to our sales team so that the enquiry may be dealt with. This process is simply a case of sending an email from our website to our sales team who will then contact you directly. Your data may be added to our main database and follow up calls or emails may be sent.

None of the data is shared to any external party unless we make it explicitly clear that we have the intention to do so.

All the personal data collected from the enquiry forms on our website will be deleted from the web server after 4 weeks.

### For our customers

When you become a College of London customer your data is held electronically on our main database for as long as is required by law or other legitimate reasons. It is a legitimate interest (both ours and yours) that we hold this data.

The purpose of us keeping customer data and the legal basis for doing so for an unlimited time is to enable:

1. Learners to contact us to claim for lost or damaged training and or qualification certificates issued by the certification body.
2. Learners to seek confirmation of the certificates which have been issued to them by the certification body – We can then check nothing has gone wrong our end.
3. To keep a permanent record of persons, who have taught, examined and or assessed learners at College of London.
4. To keep a permanent record of persons who have conducted internal and/or external quality assurance of College of London managed learning programmes and or qualifications.
5. To maintain standards and practices in the interest of fairness and equality
6. To enable us to co-operate fully with awarding, certification and government bodies, and competent person schemes should any legal issues or other incidents occur. For example an injury to a member of the public caused by unsafe electrical work.

There is a legitimate interest (both ours and yours) for us to share your data with the following organisations/systems:

- **EAL**  
For exam registration
- **City & Guilds**  
For exam registration
- **BSC**  
For exam registration
- **CITB**  
For exam registration
- **Pro-Qual**  
Learner Registration Service (for a ULM number required for QCF qualifications)

- **IOSH**  
For exam registration
- ISO 9001:2015 Registered
- NET

## **COLLEGE OF LONDON**

To follow training with C.O.L you must create a customer profile which includes some personal information.

This information is stored electronically on our database until a candidate account is deleted. Information is stored on shared drives and updated regularly. It is only accessed by authorized personnel. No credit card information is stored by us.

We are required to store some of your information (Name, Date of Birth, Address, Course/Exam Registered, Exams completed, course start date, end date, Ethnicity, Telephone numbers, email address, qualifications completed, work Experience and current job) for a period of three years in order to meet the Accreditation Body requirements.

### **Third Party Applications/Software/Databases**

We may keep some of your data in third party applications and software.

We use it to store our information and to send you promotional material, news, tips, advice, to ask for reviews, send information about our courses, centre locations and the occasional course date.

This list has been built by consent. Anywhere we ask you to sign up for our mailing list you will be clearly informed what you are signing up for. You have the option to unsubscribe or update your preferences at any time.

When you become a customer of C.O.L

you will also be asked if you would like to opt-in to our email marketing – We do not add you to our marketing list manually unless we have your permission.

The data is stored electronically and as hard paper copies. Electronic data is password and hard paper copies are stored in lockable cabinets. Our marketing staff have access to these databases. We may occasionally export your information and use it to serve remarketing ads on Google and Facebook. For Facebook preferences you will need to edit the settings when you next login.

Feedback form data – This data is stored by SA-L electronically and is password protected. We also keep paper copies of each form. We need to keep these forms to make sure we have a record of any complaints made if there is action to be taken or if we need to contact you further down the line for legal reasons. All information captured by the form is optional. Data captured by our feedback form may be used to inform our marketing, but it will not be shared with third party applications or websites for the purpose of sending promotional material, it will only be used to improve the way Learning Academy operates as a training centre ie. A complaint is made about a member of staff or our facilities. From the 25th May it will be company policy to delete feedback forms from the database once paper copies have been made and filed at our office. These can then be destroyed at your behest.

Bespoke training registration/application form – This form collects data about your bespoke training requirements. It is aimed at businesses but collects some of your contact information (with your consent). This data is stored electronically, and paper copies are generally made. The form is shared with our marketing staff so that they may contact you to offer further assistance with your enquiry.

Any other forms are used for market research and are held electronically. We don't usually ask for personal or sensitive data on any of these forms.

## **Your rights**

Under GDPR you have a number of rights with regard to your personal data. You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.

These requests will be investigated and responded to within 30 days. Not all requests will be successful due to the obligation to hold and process certain personal data to enable us to comply with any legal requirements, pursue the legitimate interests of the company and protect our legal position in the event of legal proceedings. If you want to object to how we use your data, request access to or ask us to delete it or restrict how we use it please contact us.

It is the responsibility of the individual to provide us with up to-date data and to notify us of any changes. It is our responsibility to update this information in our company records. It is imperative you notify us if the personal data that we hold about you needs updating.

If you have provided consent for the processing of your data you have the right to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.

By contacting our manager responsible for data protection matters you can access the information we hold about you, request that we rectify any incorrect information about you or request that we erase your personal information. The erasure of your personal information may be subject to contractual or legal restrictions.

## **Controller**

C.O.L are the Controller for the purposes of GDPR.

To stop us from contacting you for marketing purposes, you can do so by selecting your contact preferences at the point where you provide us with your details on our websites, applications or services, or by sending us an email to [ermir@collegeoflondon.org.uk](mailto:ermir@collegeoflondon.org.uk).

In the unlikely event that you have any concerns about how your personal information is being used, please contact us – contact details below. This includes situations where you want to request the rectification or erasure of your personal information, restrictions to be placed around how we use your personal information, or to object to a particular use.

If you make a complaint about our handling of your personal information, it will be dealt with in accordance with our complaints handling procedure. In the first instance we will review your complaint and respond to you within 28 days. If you are dissatisfied with this response you may request that your complaint be escalated, in which case it will be passed to a senior person in our business who will review your complaint and the initial response and provide a further response within 28 days of your request to escalate the matter.

Email: [ermir@collegeoflondon.org.uk](mailto:ermir@collegeoflondon.org.uk)

Address: | 141- Christian Street, Whitechappel, London. E1 1RS

## **ICO**

If you are not happy with our response to you, you have the right to make a complaint to the Information Commissioner's Office if you believe that we have not complied with the requirements of the GDPR with regard to your personal data. Please see <https://ico.org.uk/for-the-public/raising-concerns/> for more information.