



Fair Processing Notice

At South West Construction Academy Ltd we're committed to protecting and respecting your privacy. This policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

By attending our training, you're agreeing to be bound by this policy. Any questions regarding this policy and our privacy practices should be sent by email to South West Construction Academy Ltd or in writing to South West Construction Academy Ltd. Alternatively, you can telephone South West Construction Academy Ltd

How do we collect information from you?

We might collect data from you when you contact us, either on the telephone or via email. We will also collect written data from you on our booking form, which we ask you to complete to confirm you wish to book onto a course.

What type of information is collected from you?

- Contact details
- Specific learning disabilities (optional)
- Photographic image
- Driver Licence Details
- Payment Details

How is your information used?

We will use your information to:

- enrol with an awarding body in order for them to provide you with your chosen qualification
- provide you with learning materials via post/email
- provide learning assistance if it is identified as a requirement
- complete an attendance register;
- we might provide you with other goods or services to you or seek your views or comments on the services we provide - if you agree;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you;

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information, for example data about your periodic training, to fulfil our statutory obligations for up to six years.



Depending on the type of data we will hold your personal information on our systems for:

- *We will retain your personal data for 5 years*

Who has access to your information?

Your information will be shared with Awarding Bodies, in order for them to issue your qualification(s).

How you can access and update your information?

The accuracy of your information is important to us. If you would like to access to the data we hold on you please contact: Nicola McCallum (nikki@swconstructionacademy.co.uk) Alternatively, you can telephone 0117 971 1770.

You have the right to ask for a copy of the information South West Construction Academy Ltd hold about you.

You have the right to request that the data we hold on you is erased or rectified. For example, if you don't want us to use your information for views and comments on the services we provide, you can ask to have your contact details removed.

How do I complain to the regulator?

If you would like to complain about the way we handle data please visit: <https://ico.org.uk/concerns/>