Privacy Notice

Item	Details
Policy owner	Anthony Bale
Position	Finance and Compliance Director
Version	Version 2
Applies to	Learners and Staff
Effective from	August 2026
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1. About This Notice

Skills-UK respects your privacy and is committed to protecting your personal information. This notice explains:

- what personal information we collect;
- why we use it;
- where it comes from;
- who we may share it with;
- how long we keep it;
- how we protect it; and
- your data-protection rights.

This notice applies to learners, prospective learners, job applicants, staff, contractors, employers, work-placement contacts, customers, suppliers and other people who interact with Skills-UK.

2. Who We Are

Skills-UK, Education and Training is responsible for deciding how and why personal information is used, unless we explain otherwise. This means Skills-UK will normally act as the data controller.

For some funded programmes, Skills-UK may process information on behalf of, or jointly with, a funding or commissioning organisation. Where this applies, you may also receive privacy information from that organisation.

Our contact details are:

Skills-UK, Education and Training
18 Beauchamp Road
Rotherham
South Yorkshire
S61 3SP
Email: contact@skills-uk.co.uk

3. Personal Information We Collect

Depending on your relationship with Skills-UK, we may collect:

- your name, title, date of birth and contact details;
- address and emergency-contact information;
- identification and eligibility evidence;
- education, qualification and employment history;
- course applications and enrolment information;
- attendance, participation, progress and achievement records;
- assessment evidence, results and certificates;
- funding and programme-eligibility information;
- employment, employer and work-placement details;
- payment and financial information;
- correspondence, feedback, complaints and appeals;
- photographs, audio or video recordings where appropriate;
- information about your use of Skills-UK systems and online services;
- equality and diversity information;
- health, disability, learning-support and accessibility information;
- safeguarding, welfare or support information;
- information relating to criminal allegations or offences where it is lawful and necessary; and
- information provided during recruitment or employment.

We will only collect information that is relevant and proportionate to the purpose for which it is needed.

4. Information About Children and Young People

Skills-UK currently works primarily with adult learners but may provide services to children or young people in the future.

Where we process information about someone under 18, we will take account of their age, understanding and circumstances. Privacy information will be made accessible and additional safeguards will be used where appropriate.

Information may be shared with a parent, carer or representative where this is appropriate and lawful. However, this will not be automatic and will take account of the young person's rights, capacity, safety and the nature of the information.

5. Where We Obtain Information

We normally obtain personal information directly from you.
We may also receive information from:

- a Local Authority or funding organisation;
- a prime contractor or commissioning organisation;
- Jobcentre Plus or another referral organisation;
- an employer or work-placement provider;
- an awarding or assessment organisation;

- a previous training or education provider;
- a recruitment agency;
- a referee;
- government departments or public authorities;
- safeguarding agencies or emergency services;
- a parent, carer, advocate or authorised representative; or
- publicly available sources where their use is lawful.

If information has not been obtained directly from you, we will provide relevant privacy information unless an applicable legal exception applies.

6. Why We Use Personal Information

We may use personal information to:

- respond to enquiries;
- process applications and enrol learners;
- confirm identity and programme eligibility;
- deliver education, training and support;
- assess learning and record achievement;
- register learners with awarding organisations;
- issue or arrange qualifications and certificates;
- monitor attendance, progress and outcomes;
- provide reasonable adjustments and learning support;
- arrange employer-based activity or work placements;
- meet funding, audit and reporting requirements;
- communicate about courses, services and learner progress;
- take payments and maintain financial records;
- manage complaints, appeals and quality concerns;
- protect learners and respond to safeguarding concerns;
- manage health and safety;
- recruit and manage staff, workers and contractors;
- prevent and investigate fraud, misuse or unlawful activity;
- improve the quality and accessibility of our services;
- maintain the security of our systems; and
- comply with legal and contractual requirements.

We will not use personal information for an unrelated purpose unless that use is lawful and you have been appropriately informed.

7. Our Lawful Bases

The lawful basis used will depend on why the information is required.
Skills-UK may rely on:

- **Contract:** where information is needed to enter into or fulfil an agreement with you.
- **Legal obligation:** where the law requires us to collect, use, retain or share information.
- **Public task:** where processing is necessary to support a task in the public interest and Skills-UK has an appropriate legal basis.

- **Legitimate interests:** where processing is necessary for Skills-UK's or another organisation's legitimate purposes and your rights do not override those interests.
- **Vital interests:** where information is needed to protect someone's life.
- **Consent:** where you have made a freely given, specific and informed choice.

Where we rely on consent, you may withdraw it at any time. Withdrawal will not affect processing that took place before consent was withdrawn.

We do not rely on consent when another lawful basis is more appropriate.

8. Special Category Information

Information about health, disability, race, ethnicity, religion, sexual orientation and certain other personal characteristics receives additional legal protection.
Skills-UK may process this information where necessary to:

- provide learning support or reasonable adjustments;
- protect someone's health, safety or wellbeing;
- meet safeguarding responsibilities;
- monitor and promote equality of opportunity;
- manage employment responsibilities;
- establish or defend legal claims; or
- meet another substantial public-interest or legal requirement.

We will only use special category information where both a general lawful basis and an additional legal condition apply.

Criminal-offence information will only be processed where it is lawful, relevant and appropriately protected.

9. Sharing Personal Information

Where lawful and necessary, we may share relevant information with:

- Local Authorities, funding organisations and commissioners;
- prime contractors;
- awarding and assessment organisations;
- employers and work-placement providers;
- external quality-assurance organisations and auditors;
- information technology, software and communication providers;
- payment, accounting and professional service providers;
- recruitment agencies and referees;
- government departments and public authorities;
- safeguarding services, social care and emergency services;
- the police, courts or regulatory bodies;
- insurers and legal advisers; and
- other organisations where sharing is required by law or contract.

We will only share information that is necessary and proportionate to the purpose.

Service providers handling personal information on our behalf must be subject to appropriate data-protection arrangements.

Skills-UK will not sell or rent your personal information to another organisation for its own marketing purposes.

10. Safeguarding and Information Sharing

We will normally respect your wishes when considering whether to share sensitive information. However, information may be shared without consent where this is lawful and necessary, including where:

- someone is at risk of serious harm;
- another person may be at risk;
- a serious crime may have been committed;
- there is suspected abuse, neglect or exploitation;
- seeking consent could increase the risk; or
- we are required to share the information by law.

Safeguarding information will only be shared with people or organisations that have a legitimate need to know.

11. Marketing

We may contact you about Skills-UK courses or services where we have an appropriate lawful basis.

Electronic marketing will only be sent where this is permitted under applicable data-protection and electronic-communications requirements.

You may ask us to stop sending marketing communications at any time. Service-related communications, such as information about a course you are attending, are not marketing and may still be sent where necessary.

12. International Transfers

Some approved systems and service providers may store or access personal information outside the United Kingdom.

Where this occurs, Skills-UK will ensure that an appropriate legal transfer mechanism or safeguard is in place.

You may contact us if you would like more information about the safeguards applying to an international transfer involving your information.

13. How Long We Keep Information

We keep personal information only for as long as it is needed for:

- the purpose for which it was collected;
- applicable funding or programme requirements;

- awarding-organisation requirements;
- legal, tax and accounting obligations;
- safeguarding and insurance purposes;
- complaints or legal claims; and
- legitimate organisational record keeping.

Different retention periods apply to different types of information. Further information about a particular retention period can be requested using our contact details.

When information is no longer required, it will be securely deleted, destroyed or anonymised.

14. How We Protect Information

Skills-UK uses reasonable and proportionate measures to protect personal information. These include:

- restricting access according to work responsibilities;
- password and account protection;
- approved electronic storage systems;
- secure transfer and disposal arrangements;
- staff training and guidance;
- supplier and service-provider arrangements where appropriate;
- data-breach reporting procedures; and
- physical protection of paper records and equipment.

No system can guarantee complete security, but Skills-UK will respond promptly where information may have been lost, accessed or disclosed without authority.

15. Automated Decision-making

Skills-UK does not normally make decisions about individuals solely through automated processing where the decision would have a legal or similarly significant effect.

If this changes, we will provide information about the process, its likely effect and the rights available to you.

16. Your Rights

Depending on the circumstances and the lawful basis used, you may have the right to:

- be informed about how we use your information;
- request access to your personal information;
- ask us to correct inaccurate or incomplete information;
- ask us to delete certain information;
- ask us to restrict how information is used;
- object to certain processing;
- receive certain information in a portable format;
- withdraw consent where processing is based on consent; and
- obtain safeguards relating to significant decisions made solely by automated means.

These rights are not absolute and may not apply in every circumstance.

You will not normally have to pay to exercise your rights. We may request information to confirm your identity and locate the relevant records.

We will respond without undue delay and within the applicable legal timescale.
To exercise a right, contact:
Email: contact@skills-uk.co.uk

17. Data Protection Complaints

If you are concerned about how Skills-UK has collected, used, stored, shared or protected your personal information, please contact us.
We will:

- provide a clear and accessible way to complain;
- acknowledge your complaint as soon as reasonably practicable and no later than 30 days after receiving it;
- investigate the concern appropriately;
- request further information where necessary;
- keep you informed where appropriate; and
- communicate the outcome without undue delay.

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office.

Information Commissioner's Office
Website: ico.org.uk
Telephone: 0303 123 1113
You may contact the Information Commissioner's Office without first completing Skills-UK's complaints process.

18. Changes to This Notice

We may update this notice when our services, legal responsibilities, systems or use of personal information changes.
The current version will be made available through Skills-UK's usual communication channels.
Where a change significantly affects how we use your information, we will take reasonable steps to bring it to your attention.

19. Contact Us

Questions, requests or concerns about this notice or the use of personal information should be directed to:
Skills-UK, Education and Training
18 Beauchamp Road
Rotherham
South Yorkshire
S61 3SP
Email: contact@skills-uk.co.uk