

Privacy and Data Management Policy.

This privacy policy details how Megna Business Solutions t/a Care Skills Training UK collects, securely stores and retains your personal information.

Your personal data includes all the information we hold that identifies you or is about you. More information about the types of personal data we process about you is set out below.

Within this policy we will detail:

- [What information is collected, how it is stored and who is responsible for it](#)
- [Our lawful basis for collecting data and data protection rights](#)
- [Who we share our data with](#)
- [How long we keep information](#)
- [How to make a complaint](#)

What information is collected, how it is stored and who is responsible for it

As part of our onboarding process, we will collect information which may include your:

- Age
- Full name
- Gender
- Date of Birth
- Identification
- Address
- Phone Number
- Email address
- Unique Learner Number (ULN)
- Payment details

This information is used to allow Megna Business Solutions t/a Care Skills Training UK to process your status as a learner, get you registered on one of our courses and to gain access to your certificate upon completion.

As part of our training program, we will collect information which may include:

- Photographs or video evidence (including audio) of training/assessment
- Attendance information
- Signatures
- Special Educational Needs and Disabilities (SEND) information (includes reasonable adjustments and special educational needs and disabilities)
- Witness statements and contact details.

This information is used to facilitate the training and quality assurance of our courses. It may also support Megna Business Solutions t/a Care Skills Training UK with requests from regulatory bodies.

As part of the administration of our training courses Megna Business Solutions t/a Care Skills Training UK will collect information which may include:

- Payment information
- Purchase history
- Account login or user information
- Call recordings
- Financial transaction information

- Name and contact information
- Address

This information is used to allow Megna Business Solutions t/a Care Skills Training UK to administrate the services we provide.

Ultimate responsibility of data management within Megna Business Solutions t/a Care Skills Training UK sits with our Director. They will be the first point of contact for any queries, complaints or requests relating to the use of your data. They also manage this policy and its contents. They can be contacted via the following:

Email – support@careskillstraininguk.co.uk

Telephone - 02030267884

Lawful basis for collection information and your data rights.

Under the Data Protection Act 2018, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the Information Commissioners Office (ICO) website (<https://ico.org.uk/>).

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month. You can read more about your rights on the ICO website (<https://ico.org.uk/>)

To make a data protection rights request, please contact us using the contact details earlier in this document.

Our Lawful bases for collecting or using personal data are:

- **Consent** - we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** - we must collect or use the information so we can enter or carry out a contract with you. All your data protection rights may apply except the right to object.
- **Legal obligation** - we must collect or use your information so we can comply with our regulators. Our regulators include our awarding organisation(s) and any qualifications regulators such as Ofqual, Qualifications Wales, Qualifications Scotland Accreditation, CCEA and the SIA (Security Industry Authority). All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Who we share our data with

We will sometimes need to share data with third parties for the purpose of regulation, marketing or administration. Below are details of our relationship with third parties.

Data Processors.

We process data in collaboration with Highfield Awarding Body for Compliance (Highfield Qualifications). They use our data to certificate, quality assurance, investigate and record achievement of our learners.

We may also share personal information with:

- Secure cloud storage providers for the safe storage and management of records.
- IT service providers who support our systems and infrastructure.
- Online learning and assessment platforms used to deliver training and assessments.
- Payment processing providers for the administration of course fees and payments.

These organisations only process personal data on our instructions and in accordance with applicable data protection legislation.

Joint Controllers

Where required by law or regulatory requirements, we may act as Joint Controllers with awarding organisations or regulatory bodies in relation to the administration, quality assurance, and certification of qualifications.

Other Organisations We May Share Information With

We may share personal information with:

- Regulatory authorities and government agencies where required by law.
- External quality assurance personnel and auditors.

- Employers or sponsoring organisations (where applicable and with appropriate authority).
- Local authorities or other statutory bodies where legally required.

Contact Information

If you have any queries regarding this Privacy Policy, please contact:

Data Protection Officer / Centre Manager

Telephone: 02030267884

Email: support@careskillstraininguk.co.uk

How long we keep information

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected and to meet legal, contractual, and regulatory requirements.

Typical retention periods include:

Record Type	Retention Period
Learner registration records	7 years after completion
Assessment records and portfolios	7 years after certification
Attendance records	3 years
Financial and payment records	6 years plus current financial year
Staff training and competency records	7 years after employment ends
Complaints, appeals, and malpractice records	7 years
Marketing consent records	Until consent is withdrawn or no longer required

Records may be retained for longer periods where required by law, regulatory requirements, ongoing investigations, or legal proceedings.

How to make a complaint

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details provided within this document.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
 Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Version control.

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