



Llywodraeth Cymru
Welsh Government



Cronfa Gymdeithasol Ewrop
European Social Fund

Title:	Privacy Notice		Doc No:	IT-POL-002
Author:	M Roberts		Rev:	002
Owner:	M Roberts	Approved:	C Barley	Date: 18/09/2018

Privacy Notice

Here you can find out how we safeguard your information and how we use it.

The nature of our business means that we require personal details from our customers and website users.

The data we collect could just be a name and an email address, but depending on your level of engagement with us it could be much more.

The personal information you have shared with us helps us to better understand our customers as a group and as individuals. This in turn helps us to provide a range of products and services that meet your needs.

How we protect your data

When we share your information with any company, you have the right to expect that information to be treated with total confidentiality.

Your privacy is extremely important to us. We're committed to protecting any personal information you've given us, and we comply with all relevant data protection laws.

Thus means that:

- We take full responsibility for the information we hold about you
 - We will protect your privacy at all times
 - We will never sell your personal information
- Whether you have supplied your personal details online, by phone or text, by email or in a letter, we will never use them without a lawful reason to do so. We will use them for the purposes for which they were initially requested and as fully explained in this Privacy Notice

These explain how your personal data is being managed and safeguarded by us, including;

- What information we collect about you
- How we collect and use the information
- How we safeguard the information you have provided
- Your rights in relation to the information we hold about you
- How to report abuse

We know that you care how your personal information is used and we appreciate that you trust us to do that carefully and sensibly.



Llywodraeth Cymru
Welsh Government



Cronfa Gymdeithasol Ewrop
European Social Fund

Title:	Privacy Notice		Doc No:	IT-POL-002
Author:	M Roberts		Rev:	002
Owner:	M Roberts	Approved:	C Barley	Date: 18/09/2018

This Privacy Notice is designed to help you understand how we and other companies collect and use your personal information. We want you to make informed decisions when using our website and any features on them.

This Privacy Notice applies to all the pages on our site linking to this Privacy Notice and any features of them. However, it won't apply to any third party sites which are linked to our site. We recommend that you read the Privacy Notice of any such sites that you visit as we are not responsible for them.

Frequently Asked Questions

What information does the organisation collect about me?

Personal information that we collect may include your name, contact details (phone numbers, email addresses) your date of birth, job, course information as well as any other information relating to you that you supply to us.

How does the organisation collect my personal data?

We collect your information in two ways:

- Personal information you choose to disclose. You may, for example, provide us with your information when you post something on our site or when you contact us.
- Information collected by us when you interact with our site, or when you open our email communications.

We will inform you prior to collecting your personal information if it is requested on a voluntary basis and the consequences of not providing voluntary personal information.

What will the organisation do with my personal information?

- For marketing and business purposes with your consent
- For statistical or analytical purposes

We will not allow unrelated third parties to use your personal information for marketing without your consent, you have the right to withdraw it at any time.

How long will the organisation keep my personal information?

We will keep your personal information inly for as long as necessary to fulfil the purposes for which we are processing your personal information unless the law permit or requires longer



Llywodraeth Cymru
Welsh Government



Cronfa Gymdeithasol Ewrop
European Social Fund

Title:	Privacy Notice		Doc No:	IT-POL-002
Author:	M Roberts		Rev:	002
Owner:	M Roberts	Approved:	C Barley	Date: 18/09/2018

How does the organisation keep my personal information safe?

We seek to protect the safety of all your personal information by implementing appropriate technical and organisational measures.

Will the organisation share my personal information with anyone else?

We will never sell your personal information. We may disclose and share your personal information:

- Any company within our group
- Our services providers, such as awarding bodies, Welsh Government, European Social Fund.

Will the organisation send my personal information to another country?

We may transfer your personal information to other countries around the world, including countries outside the European Economic Area (EEA), which may not have the same data protection laws as those of the country where you access our sites. Where we transfer your personal information to countries outside the EEA we will take appropriate steps to ensure your personal information is afforded the same level of protection as described in this Privacy Notice.

What rights do I have?

In some regions, such as the EEA you may certain rights in relation to your personal information, including the right to:

- Request access to and obtain a copy of your personal information
- Rectification of your personal information if it is no longer accurate or erasure of your personal information if our retention is no longer necessary for the purpose for which it is collected
- Restrict or object to the processing of your personal information in certain circumstances

If you wish to exercise any of your rights in relation to your personal information please send your request to us in writing. We will consider and act upon any request in accordance with applicable data protection laws

You may also have the right to complain to the Information Commissioners Office (ICO) if you are unhappy with our privacy practices notified under this Privacy Notice.