

## PRIVACY & DATA PROTECTION POLICY

BEYOND THE BLUE LIMITED

### INTRODUCTION

Beyond The Blue Limited ('the company') is committed to protecting your privacy, data and the confidentiality of information provided to us, as regulated by the Data Protection Act 1998, updates to the Act and other associated legislation.

### 1. YOUR INFORMATION AND THE PURPOSE FOR WHICH IT IS USED

1.1 As soon as you contact us, we create a record in your name. To that record we add information that you give us at booking, registration, throughout your learning and during the provision of consultancy services. We hold general information about clients / learners, such as their name, address, courses studied and fee payments, and data to do with examinations, assessments, course results and licence applications. We keep records when you contact us and we keep records of your participation in learning activities & consultancy services.

We may monitor and record telephone calls between you and the company to make sure that we have carried out your instructions correctly and to help us improve our services through staff training.

We do not sell personal information to other organisations

The data controller for your personal data is the Director of the company.

1.2 We use your personal information in the following ways:

- To process enquiries, applications, registrations and bookings.
- To provide services to enquirers and students including sending you information about current and future learning opportunities with the company, and services provided by the company. We sometimes use external service providers to process your personal information when providing relevant services to the company under strict contractual confidentiality obligations.
- To use quotes, when provided by learners, clients & organisations, in our marketing processes such as via our website. These may be captured through direct communications or feedback forms completed following courses. Feedback is always obtained on an entirely optional basis and contributors are always given the choice, via a tick-box on these forms, to request that their comments are not used. The only data used in this way would be; Name, Organisation & Date of the Course / Service.
- To carry out research to help us plan and improve our services. We may contact you ourselves or ask outside research agencies to do so on our behalf.
- To produce aggregated statistical information, including data for monitoring equality of opportunity.

#### Beyond the Blue

Training & Consultancy

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- To provide information about learners to awarding bodies such as the BIIAB and qualification regulators, in line with legal and government requirements (see 1.3).
- To support you in your learning. We may use information you have given us such as your ethnic background, disability and/or educational qualifications in addition to information we collect about your participation in learning activities to identify students who require additional support or specific services. We consider your disclosure of such information and your acceptance of the terms and conditions of booking as explicit consent to use this information for this purpose.

1.3 If you give us sensitive information about your disability status, ethnicity, sexual orientation, gender reassignment or religion these may be used to assist with monitoring equality of opportunity and eliminating unlawful discrimination in accordance with the Equality Act.

Your sensitive information will not be used to make decisions about you.

1.4 We are required to send some of the information we hold about registered learners to awarding bodies such as the BIIAB. This information forms your BIIAB record and will be stored and used by them under the terms of their strict Data Protection Policies.

For full information about how BIIAB uses the information please see <http://biiab.bii.org/privacy-policy>

1.5 We would also like clients, learners and those who have made previous enquiries to be told about products or services offered by our company, such as courses & services offered by the company. If you do not want to receive information about these products or services, you can make this choice at any time by contacting us on 0800 066 55 24, by responding to any email communication from us with the word 'unsubscribe' in the subject box or in writing / by email using the details given in Section 5.

1.6 When you register as a learner for a BIIAB course, the BIIAB will share some information with the BII as you automatically become a member at no extra charge. If you do not want to become a member, please write to: BII, Infor House, 1 Lakeside Road, Farnborough GU14 6XP

1.7 If your fee or part of your fee is being paid for by sponsorship, information may be released to the sponsor organisation, including your name, course details and course result.

1.8 If you are on a programme of study that leads to professional recognition we may share some information with the relevant professional body.

1.9 Where we are contracted to provide consultancy services such as applications, variations, reviews, transfers and 'change of details' of Personal or Premises Licences & Temporary Event Notices and similar functions, we will share your details with the Licensing Authority, Police and other Responsible Authorities as required by the Licensing Act 2003 and associated legislation. This information may then be made available to the Public as required by those legal processes and subject to the Data Protection Policies of these agencies.

1.10 Where we are contracted to provide consultancy services which include the need for the company to make applications on your behalf for Data Baring Service Certificates or Disclosure Scotland Certificates, we will share your information with these recognised and specified agencies.

1.11 If you are in debt to us, we may give other people information for the purposes of recovering the debt.

1.12 Your information may be used to detect and prevent fraud in respect of public funding and we may release information to the police and other law enforcement agencies for crime prevention and detection purposes if required to do so.

## 2. OUR PRINCIPLES

2.1 We are committed to the data protection principles of good practice for handling information. All personal information is held in secure computer and manual files, and we will only transfer data within the company on a 'need-to-know' basis so that we can support our academic and other services to you.

We have a retention schedule for information and keep records only for as long as they have a legal or business purpose. For example, we will destroy some personal data that is relevant to licence applications immediately after the process has been completed; we may however keep copies of the licence itself to allow us to respond to future enquiries from you.

## 3. COOKIES

3.1 If you use the internet to carry out certain transactions with the company, your computer will store small pieces of information, known as 'cookies', in its memory. Cookies cannot read your computer's hard disk or make any information available to third parties. They are used so that we can easily recognise you when you return to our websites and, as a result, will enable us to provide you with a better service.

We also track user traffic patterns in order to determine the effectiveness of our website. We do not release this information to third parties. If you prefer not to receive cookies while browsing our website, you can set your browser to refuse them.

## 4. SECURITY

5.1 All staff are made aware of the security procedures they must follow when handling personal information. Information is protected from unauthorised access and we are confident no one will be able to access your personal information unlawfully. We also protect information which is being transferred. As long as your web browser supports the Secure Sockets Layer (SSL), any personal information transmitted from your browser to our web service, or from the service to your browser, will be encrypted to make it unreadable. Please note that email is never a 100% secure way of communicating. By using it, you agree that you will send any information by email at your own risk.

5.2 While we will take all reasonable precautions to make sure that other organisations who we deal with have good security practices, we are not responsible for the privacy practices of those organisations whose websites may be linked to our service.

## 5. ACCESS TO YOUR DATA

5.1 Under the Data Protection Act, you have the right to receive a copy of the personal data we have about you. If you want a copy, please write to:

### **The Data Protection Controller**

Beyond the Blue Limited  
92 Vegal Crescent  
Englefield Green  
Surrey TW20 0QF  
UK

Or email - [info@btbl.co.uk](mailto:info@btbl.co.uk)

You may have to pay a fee for this.

## 6. PAYMENT DETAILS

Beyond the Blue Limited does not store or retain, either electronically or physically, any card-holder details in respect of payments made to the company, which could be used to facilitate future payments.

Card payments made online through our website are made used our Secure Payment Provider (SagePay) and subject to their high standards of Data Protection and encryption processes.

Card payments made over the telephone are processed using our Secure Payment Provider (SagePay) and no physical written records are maintained which could be used to process future payments.

The company maintains it compliance of the Payment Card Industry Data Security Standard (PCI DSS).

## 7. IMAGES & COPYRIGHT

7.1 Photographs & / or film may be taken by us or on our behalf during the provision of services / courses. The company reserves the right to use these images for promotional purposes without express consent.

7.2 Learners, clients and members of the public can request that their image not be used or photographed / filmed prior or at any time during and following the photograph being taken.

7.3 The company will where reasonable agree to remove any images / film following a written request within a reasonable time frame. Any printed materials using those images will continue to be used while stock last and images will be removed from future print runs.

7.4 The use still or video cameras by learners, participants or their agents is prohibited for the duration of any presentation or course provided by the company without express prior permission.

7.5 No documentation or training materials issued by the company may be reproduced without prior consent of the company and remain protected under the copyright of Beyond the Blue Limited.

7.6 The corporate identity and logos of 'Beyond the Blue' and 'Safe Gap Year' remain the property of the company and are protected by copyright and trademark law. These may not be reproduced, used or represented without the express permission of Beyond the Blue Limited.

## 8. CONTROL OF YOUR DATA

6.1 We will comply with any request from you to delete all the data we hold on you from our systems and files. To request the deletion of all your personal data, you must write to the Data Protection Controller at the address in section 5.

Any request for the deletion of personal data must be requested by the individual concerned. Following receipt of a request, the company will securely delete all data held on you within 21 days.

## 9. MORE INFORMATION AND ADVICE

For more information and advice on data protection matters, contact the Data Protection Coordinator at the address in section 5.

*Updated - October 2016 - Peter Mayhew*