

Privacy Policy



CLASSIFICATION - PUBLIC

Introduction

This policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owners. Furthermore, the way this website processes, stores and protects user data and information will also be detailed within this policy.

The website

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies with all UK national laws and requirements for user privacy.

Use of cookies

What are cookies?

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

What do we use cookies for?

We may use cookies to remember personal settings you have chosen at our website. In no other context do we use cookies to collect information that identifies you personally. Most of the cookies we set are automatically deleted from your computer when you leave our website or shortly afterwards.

We use anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features. If you log into the website, application or a course as a registered user, your session cookie will also contain your user ID so that we can check which services you are allowed to access.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

Should users wish to deny the use and saving of cookies from this website onto their computer's hard drive, they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors.

Personal information

Using our website:

Whilst using our website, software applications or services, you may be required to provide personal information (name, address, email, account details, etc.). We will use this information to administer our website, applications, client databases and marketing material. Further, by providing telephone, fax and email details, you consent to P2E Ltd contacting you using that method. You have the right at any time to request a copy of the personal information we hold on you. Should you wish to receive a copy of this, or would like to be removed from our database, please contact us at mail@p2e.org.uk

Using our services:

We collect certain information or data about you when you use P2E Ltd services.

To engage in our training programmes you may be asked to provide personal information including but not limited to Full Name, Address, Date of Birth, Email Address, telephone numbers, details of current (if any) benefit claims, details of health issues, details of criminal convictions, race*, ethnic origin*, religion*, sexual orientation* (*as part of our Equal Opportunities procedures) and other information that may indicate whether you are eligible to obtain funding for training.

This data may be viewed by authorised people in the Welsh Government, ITEC Training, WCVA, European Social Fund, Highfields, Security Industry Authority (SIA), CITB and Department of Work & Pensions (DWP) in order for you to obtain financial funding to commence on training programmes with P2E Ltd and to obtain accreditation and certification in your training.

Recruitment & applicant data

During our recruitment process, there's a lot of data that comes our way. For example:

- CVs
- Interview notes or recordings
- Cover letters

We retain this information for a maximum of 6 months.

If we want to keep CVs on file longer than six months, for example in a talent pool for future opportunities, then we will request consent from applicants. In the interest of keeping information we hold up-to-date, we may consider asking applicants in our talent pool to review and update their CV, as well as asking them to re-issue their consent. If we do not gain the applicant's consent, we will remove their CV from our system.

Successful Applicants and Employees

Please refer to P2E's HR Privacy policy which sets out the different areas where employee's privacy is concerned and outlines the obligations & requirements of the employer & employee(s). Furthermore, the way we process, store and protect employee data and information.

Where your data is stored

We will ensure that all personal information supplied is held securely in accordance with the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018. We are proud to have achieved our Cyber Essentials Plus accreditation, Cyber Essentials is a Government-backed, industry-supported scheme to help organisations protect themselves against common online threats.



Keeping your data secure

Sending information over the internet is generally not completely secure, and we can't guarantee the security of your data while it's in transit therefore any data you send is at your own risk.

We have procedures and security features in place to keep your data secure once we receive it. All data is held within the European Union and will not be shared or held outside of the EU.

Information collection and use

How do we collect information?

P2E Ltd collects information in two possible ways:

- a. *When you directly give it to us ("Directly Provided Data")*

When you sign up for our site, purchase our products or communicate with us, you may choose to voluntarily give us certain information – for example, by filling in text boxes or completing registration forms. All this information requires a direct action by you at that time in order for us to receive it.

b. When you give us permission to obtain from other accounts (“User AuthorisedData”)

Depending on your settings or the privacy policies for other online services, you may give us permission to obtain information from your account with those other services. For example, this can be via social media or by choosing to send us your location data when accessing our website from your smartphone.

How long do we keep your data for?

P2E Ltd will not retain your personal information longer than necessary. We will hold onto the information you provide either while your account is in existence, or as needed to be able to provide the Services to you, or (in the case of any contact you may have with our Customer Care team) for as long as is necessary to provide support-related reporting and trend analysis only.

Disclosing your information

We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply our terms of use and other agreements. This includes exchanging information with other government departments for legal reasons.

We won't share, sell or rent your information with any other organisations for marketing, market research or commercial purposes, and we don't pass on your details to other websites.

Choosing how we use your data and your right to access

We understand that you trust us with your personal information and we are committed to ensuring you can manage the privacy and security of your personal information yourself.

With respect to the information relating to you that ends up in our possession, and recognising that it is your choice to provide us with your personally identifiable information, we commit to giving you the ability to do all of the following:

- You can verify the details you have submitted to P2E Ltd by contacting our customer services team mail@p2e.org.uk Our security procedures mean that we may request proof of identity before we reveal information, including your e-mail address and possibly your address.
- You can also contact us by the same method to change, correct, or delete your personal information controlled by P2E Ltd regarding your profile at any time. Please note though that, if you have shared any information with others through social media channels, that information may remain visible, even if your account is deleted.
- You are also free to close your account through our account settings. If you do so, your account will be deactivated. However, we may retain archived copies of your information as required by law or for legitimate business purposes (including to help address fraud and spam).

- You can always feel free to update us on your details at any point by contacting our customer services team mail@p2e.org.uk.
- You can unsubscribe from receiving marketing emails from us by clicking the “unsubscribe” link at the bottom of any email. Once you do this, you will no longer receive any emails from us.
- You can request a readable copy of the personal data we hold on you at any time. To do this, please contact our customer services team by emailing mail@p2e.org.uk – This service is free of charge and will be completed in most cases within one month of the submitted request. Please refer to example Access Request letter at the end of this document.
- The Data Control Officer (Jen Williams) can be contacted directly at jen@p2e.org.uk or by calling 01443 807980

Your right to complain

Any breach of this policy, or data protection procedures can be reported directly to the information Commissioner’s Office using the following link <https://ico.org.uk/for-organisations/report-a-breach/>

Please note, we are constantly reviewing how we process and protect data. Therefore, changes to our policy may occur at any time. We will endeavour to publicise any changes.

Example Subject Access Request

[Your full address]

[Phone number]

[The date]

[Name and address of the organisation]

Dear Sir or Madam

Subject Access Request

[Your full name and address and any other details to help identify you and the information you want.]

Please supply the information about me I am entitled to in accordance with the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018 relating to: [give specific details of the information you want, for example

- your personnel file;
- emails relating to you between 'A' and 'B' (between 1/6/11 and 1/9/11);
- Participant registration forms
- Publicity consent forms

If you need any more information from me, please let me know as soon as possible.

It may be helpful for you to know that a request for information under the General Data Protection Regulations 2016 – should be responded to within 1 month.

If you do not normally deal with these requests, please pass this letter to your Data Protection Officer. If you need advice on dealing with this request, the Information Commissioner's Office can assist you and can be contacted on 0303 123 1113 or at ico.org.uk

Yours faithfully

[Signature]

p2e*