



Quest Vocational Training Ltd is a company registered in England and Wales with Company No: 08229142

Registered Office: Ground Floor West, Peartree Business Centre, Cobham Road, Ferndown, Dorset BH21 7PT

Phone: 01202 237378

Vat No: 153904217.

Data Protection Registration Number: Z3566124.

Privacy Notice – Apprentices, Learners, and Employers

Looking after your personal data and making sure you can exercise your privacy rights is a priority for Quest.

This notice sets out the basis by which we collect, use and disclose the personal data, as well as your rights in respect of such Personal Data during and after your relationship with us, in accordance with the General Data Protection Regulation (GDPR) and is primarily for:

- Potential apprentices and learners
- Apprentices and learners
- Employers of apprentices and learners
- User of our website

Further information regarding Data Protection can be found in [Quest's Data Protection and Privacy Policy](#).

Who are we?

Quest Vocational Training Ltd ('Quest'), details are shown above.

Aged 18 or under?

Quest is concerned with protecting the privacy of children and young adults aged 18 and we ask that you obtain your parent/guardian's permission before providing your Personal data.

What personal data do we collect and process?

As your nominated training provider, Quest may need to collect, store, and use various categories of Personal data about you to enable us to deliver the apprenticeship, or other programme of learning.

Apprentices/Learners:

- Identity data
- Unique Learner Numbers
- Personal Learner Record
- CVs
- Job descriptions
- Identity information
- Contact details
- Dates of birth
- Gender
- Ethnicity
- National Insurance Numbers
- Employment details
- Health information
- Next of kin details
- Emergency contact information
- Educational history
- Nationality
- Eligibility to work in the UK
- Social information
- Economic data
- Apprenticeship eligibility data
- Equal opportunities data
- Progress records

Employers:

- Identity data
- Name
- Address
- Contact details
- Financial data
- Transaction data
- Technical information
- Usage data
- Profile data
- Communication records
- Marketing information

All potential and actual customers:

- Identity data
- Contact details
- Technical information
- Usage data.
- Profile data.
- Communication records
- Marketing information

- Achievement records
- Technical information
- Usage data
- Profile data
- Communication records
- Marketing information

Quest may also collect, store and use “special categories” of more sensitive Personal data about your physical or mental health and learning difficulties to be able to support you in your apprenticeship or programme of learning.

How is your personal data collected?

- When you register for or enquire about any service provided by Quest, through chat, a contact form, a telephone call or other means of direct communication.
- When you enrol an employee onto a Quest apprenticeship or other learning programme.
- When you are enrolled by your employer onto a Quest apprenticeship or other learning programme.

Why do we collect personal data?

We collect and use personal data:

- To facilitate the effective delivery of our apprenticeship or other learning programmes.
- For the purposes of skills development.
- To facilitate awarding qualifications.
- To facilitate the exams process.
- To maintain educational standards.
- For internal and external audit purposes.
- To ensure that we are accurately claiming ESFA (Education and Skills Funding Agency) funding.
- To meet our legal obligations (such as collecting eligibility to work in the UK data).
- To perform direct marketing, sales and customer service.

How we will use information about you

Quest will only use your Personal data when the law allows us to. Most commonly, we may use your Personal data in the following circumstances:

1. Where we are taking steps at your request prior to **entering into a contract**.
2. Where we need **to perform a contract** which we have entered into with you.
3. Where we need to comply with a **legal obligation**.
4. Where it is necessary for our **legitimate interests** (or those of a third party) and your interests and fundamental rights do not override those interests.
5. Where we obtain your **explicit consent**.

We may also use your Personal data in the following situations, which are likely to be rare:

6. Where it is necessary to protect the **vital interests** of you or another person.
7. Where it is needed in the **public interest** or for official purposes.

Situations in which we will use your personal data

There are a variety of situations in which Quest will use the information we collect about you, and these are detailed in **Annex A** of this notice together with the lawful grounds for doing so. The information in **Annex A** includes the use we make of particularly sensitive Personal data, such as information about your physical or mental health and learning difficulties.

Where we use your Personal data to pursue the legitimate interests of the business, we will only do so provided your interests and fundamental rights do not override those interests.

Some of the above lawful grounds for processing will overlap and there may be several grounds which justify our use of your Personal data.

If you fail to provide Personal data

If you fail to provide certain information when requested, Quest may not be able to perform the contract we have entered into with you (such as delivering your apprenticeship or programme of learning), or we may be prevented from complying with our legal obligations (such as providing data to the Education and Skills Funding Agency).

Change of purpose

Quest will only use your Personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your Personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your Personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

When will we share your personal data with third parties?

We may have to share your data with third parties, including third-party service providers. We require third parties to respect the security of your data and to treat it in accordance with the law.

We will share your Personal data with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

Your data shared with us will be held and may be passed to:

- Pics Online Portfolio and Data Management System
- The Education and Skills Funding Agency (ESFA) (Employers and Apprentices only)
- Awarding organisations
- End Point Assessment Organisations (Employers and Apprentices only)
- Ofsted (Employers and Apprentices only)

Marketing

Quest strives to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. We will obtain your permission before taking photographs and using your personal data for marketing purposes.

Data security

Quest has put in place appropriate security measures to prevent your Personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your Personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your Personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Transferring information outside of the EU

Quest does not currently transfer your personal data we collect about you to any countries outside the EU. If we need to transfer personal data to countries outside of the United Kingdom, we will take steps to ensure that such data exports comply with applicable laws. For example, if we transfer personal data outside the European Economic Area (EEA), such as to the United States, we will implement an appropriate data export solution such as entering into contracts with the data importer that contain EU model clauses or taking other measures to provide an adequate level of data protection.

How long we will keep your personal data?

In line with ESFA, Awarding Body, Awarding Organisation and End Point Assessment requirements, we must retain all data pertaining to an apprentice, their apprenticeship training, their achievements, and their employers for 7 years.

We store personal data for as long as we find it necessary to fulfil the purpose for which the personal data was collected, while also considering our need to answer your queries or resolve possible problems, to comply with legal requirements under applicable laws, to attend to any legal claims/complaints, and for safeguarding purposes. This means that we may retain your personal data for a reasonable period of time after your last interaction with us.

When the personal data that we have collected is no longer required, we will delete it in a secure manner.

We may process data for statistical purposes, but in such cases, data will be anonymised.

Your duty to inform us of changes

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Your rights in connection with Personal data

Under certain circumstances, the law grants you specific rights. These are summarised below. Please note that your rights may be limited and subject to restrictions in certain situations:

- **Request access** to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your Personal data where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- **Request the restriction of processing** of your personal data. This enables you to ask us to suspend the processing of Personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal data to another party.

If you want to review, verify, correct or request erasure of your personal data, object to the processing of your personal data, or request that we transfer a copy of your personal data to another party, please contact the Data Protection Champion.

Quest will respond to a valid request within 1 month. You will not have to pay a fee to access your Personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the data (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

Right to withdraw consent

In any circumstances where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the Data Protection Champion. Once we have received notification that you have withdrawn your consent, we will no longer process your data for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Complaints?

If you are unhappy with how we have used your personal data, please let us know by contacting the Data Protection Champion (see details below). You also have a legal right to complain to the Information Commissioner’s Office and can find out more about how you can do this on their website at: <https://ico.org.uk/>

Data Protection Champion

If you have any questions, or require more information about how we use your Personal data, please contact Quest’s Data Protection Champion:

Phone: 01202 237378

Email: dataprotection@questvt.co.uk

Changes to this privacy notice

Quest reserves the right to update this Privacy Notice from time to time and will publish an up to date copy of the Privacy Notice on Quest’s website. We may also will notify you in other ways from time to time about the processing of your personal data.

Situations in which we may use your personal data.

SITUATION	TYPE OF DATA	LAWFUL BASIS
To register you as a new learner or apprentice	<ul style="list-style-type: none"> Identity Contact details 	Where we are taking steps at your request prior to entering into a contract.
<p>To enrol you onto an apprenticeship or other programme of learning including:</p> <ul style="list-style-type: none"> Delivery of the training contract To obtain a Unique Learner Number (ULN) and access your Personal Learner Record (PLR)* Maintain education standards Facilitate the awarding of qualifications Facilitate exams and end point assessments Utilisation of government funding in the correct manner and meeting contractual obligations Monitor compliance with the ESFA Manage payment, fees and charges 	<ul style="list-style-type: none"> Apprenticeship eligibility Employment identity Contact Health/disability/learning difficulty Educational history Social Economic Equal opportunities Financial Marketing and Communications 	<p>Where we are taking steps at your request prior to entering into a contract.</p> <p>Necessary to comply with legal obligation.</p> <p>Meeting commitments under the Equality Act 2010.</p> <p>Necessary for our legitimate interests.</p> <p>To recover debts due to us.</p>
<p>To manage our relationship with you, including:</p> <ul style="list-style-type: none"> Notifying you about changes to our terms or privacy policy Asking you to leave a review or take a survey 	<ul style="list-style-type: none"> Identity Contact Profile Marketing and communications 	<p>Where we are taking steps at your request prior to entering into a contract.</p> <p>Necessary to comply with a legal obligation.</p> <p>Necessary for our legitimate interests (to keep our records updated and to gather feedback on our products/services).</p>
To administer and protect our business and website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data).	<ul style="list-style-type: none"> Identity Contact Technical 	<p>Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise).</p> <p>Necessary to comply with a legal obligation.</p>
To make suggestions and recommendations to you about goods or services that may be of interest to you.	<ul style="list-style-type: none"> Identity Contact Technical Marketing and Communications 	Necessary for our legitimate interests (to develop our products/services and grow our business).

* **The Learning Records Service Privacy Notice**

The information you supply is used by the Learning Records Service (LRS). The LRS issues Unique Learner Numbers (ULN) and creates Personal Learning records across England, Wales and Northern Ireland, and is operated by the Education and Skills Funding Agency, an executive agency of the Department for Education (DfE). For more information about how your information is processed, and to access your Personal Learning Record, please refer to: <https://www.gov.uk/government/publications/lrs-privacy-notice>