



Privacy Notice for Training Courses

Information held about you

As part of the training course that you have booked onto/registered an interest in, Hoople will collect personal data about you.

This information will include:-

- Personal details such as name, address, telephone number, e-mail address, date of birth.

Who is processing my data?

All personal data held, is processed in accordance with data protection law. The Data Controller for the information outlined in this privacy notice is Hoople Limited.

Hoople Ltd is the data processor.

How will we use the Information we hold about you?

We will collect information about you (where applicable) to:-

- Process your application, manage and support you through the lifecycle of the training course
- Register and certificate you with the appropriate awarding body
- Remind you when your training is due for renewal

What is the legal basis for us to process your data?

The legal basis for processing the data is:

- Carrying out of a contract in relation to your training course to which you are a party

Who we will share your information with

In order to comply with contractual obligations we may share your information with partner organisations including:-

- Awarding bodies
- On occasions, your information may be accessed by contracted IT support organisations in the delivery of IT support for both the IT infrastructure and associated systems, for the processes detailed in this privacy notice. Access by IT support will only be for such reasons as fixing any technical issues with software, and any viewing of data will be incidental to this.

Subject to strict agreements describing how it will be used, your information may also be shared with:

- Your Employer

We will not normally share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared

How long do we keep your records?

We will only keep your information for the minimum period necessary. Your information is retained in our learning management system (LMS) and/or within a secure data drive held by the Hoople Ltd Training & Education team. Your information will be held securely for 3 years after the date of course completion and deleted securely after this date.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to Data Protection, Hoople Ltd, Plough Lane, Hereford HR4 0LE or via email:

Data.Protection@Hoopleltd.co.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and delivery the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact <team> in the first instance. You can also contact the Data Protection Officer, Hoople Limited, Plough Lane, Hereford HR4 0LE, email: Data.Protection@Hoopleltd.co.uk

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>