

The Procurement Academy prides itself on customer service and this policy has been produced to advise how we handle your personal information providing clarity on what information we hold, how we use it, and how we protect it.

### **When do we collect information**

If you contact us via telephone, e-mail, website, social media as an individual or employer we will collect and retain this information about you. The type of information we collect depends on the nature of your interactions with us.

If you submit details on behalf of any other person, it is important to ensure you have their permission to do so.

### **How do we use your information**

We use the information about you: -

As an applicant or learner

- to enable us to create an electronic or paper record of your application
- to enable your application to be processed
- to enrol you on our learning programmes
- to communicate with you during and after your programme about progression opportunities
- to meet the eligibility and funding requirements of our Funders
- to pass onto Awarding Bodies, learning platform providers, subcontractors
- to pass onto a potential employer if applying for our Future Talent programme
- to enable us to compile statistics, or to assist other organisations to do so, provided that no statistical information that would identify you as an individual will be published. The information will be kept securely and will be kept no longer than necessary.

As an employer

- to enable us to create an electronic record of your enquiry so that it may be dealt with effectively
- to advertise vacancy details, draw up proposals, contracts, and agreements
- to communicate with you during and after your employees/learners' programme regarding your employee's progress, progression opportunities, gaining feedback on the quality of our training/services, to send out and collect payments to offer you similar or complimentary services that will benefit your business – helping it to prosper and grow
- to meet the eligibility and funding requirements of our Funders
- to enable us to compile statistics, or to assist other organisations to do so, provided that no statistical information that would identify you as an individual will be published. The information will be kept securely, and will be kept no longer than necessary

In providing information when you sign up to our services and during the provision of the services to you and by accepting the provision of our services, you give specific and informed consent to The Procurement Academy and its related companies to use such information as required.

#### **Who we share information with**

We may share information with third party suppliers that provide us with services in connection with our business and the provision of our services to you. This will include our learning platform providers, subcontractors, Awarding Bodies, IT hosting and service providers.

We need to provide our funders, such as the Education and Skills Funding Agency with information to ensure eligibility and compliance. We may also disclose information to regulatory bodies, and government agencies such as Ofsted where we believe doing so should be permitted or required by law, regulation, or legal process.

We do not sell information to third parties so that they can independently market their own products or services directly to you.

Our contractors are obliged to keep your details securely, and use them only to fulfil the service they provide to you on our behalf

#### **Marketing and your choices**

Collecting your data helps us to understand what products and services are of interest to you, enabling us to deliver an improved offering and customer experience.

We may use your data for: our internal records; to contact you in response to a specific enquiry; to customise our website experience for you; to send you promotional e-mails that we think may be relevant to you; to send out surveys to obtain feedback to improve our products and services.

If you no longer want to receive marketing communications from us, you can opt out or unsubscribe by emailing our data controller at [admin@theprocurementacademy.com](mailto:admin@theprocurementacademy.com)

Certain parts of our website use 'cookies' to keep track of your visit. This collects standard internet log information and details of visitor behaviour patterns. We use this information to help improve our functionality and services, track visitor movements, and analyse trends.

#### **How we protect and store your information**

We maintain suitable administrative, technical, and physical security measures to protect your information from unauthorised access and use. The Procurement Academy will process the data you provide in a manner that is compatible with the EU's General Data protection Regulation (GDPR).

Our website is scanned on a regular basis for security holes and known vulnerabilities to make your visit to our site as safe as possible. We use regular Malware Scanning.

Data held by The Procurement Academy, and its related companies will not be transferred outside the European Economic Area.

In some instances, the law and our funders sets out the length of time information has to be kept. Where The Procurement Academy has discretion, we will ensure we do not keep records outside of our normal business requirements and legitimate interests.

Our website may contain links to other sites. Please be aware that we have no control over the privacy policies operated by these linked sites. We accept no liability for the privacy policy of these sites or for the treatment of information provided by you to or on such sites.

### Your rights

You have certain rights in respect of the personal information that we hold about you, including

- the right to be informed of the ways in which we use your information, as laid out in the Privacy policy
- The right to ask us not to process your information for marketing purposes
- The right to request access to the information that we hold about you
- The right to request that we correct or rectify any information that we hold about you which is out of date or incorrect
- In certain circumstances, the right to ask us to stop using information about you
- The right to withdraw consent for us to process or keep your personal details
- The right to object to us using your data
- The right to ask us to limit or cease processing your data

Please note however that this may prevent us from providing our training and services to you.

If you wish to withdraw your consent, object to how we use your data, ask us to delete or restrict how we use it please contact our Data Protection Officer on the details below. We may ask you to provide additional information to process your request (such as confirmation of identity).

We may need to retain certain information for record keeping, to complete any transactions you began before your request, or for purposes as permitted by law or regulation.

### Complaints

If you have any comments, questions, or concerns about the content of this Privacy Policy or the way in which we use your information, we encourage you, in the first instance, to contact our Data Protection Officer below.

If we cannot resolve your concern and you would like to make a formal complaint, you can contact the Information Commissioner's office (ICO) as the UK's supervisory authority for information rights.

### Data Controller

The Procurement Academy whose Companies House number: 10617477 is the data controller of the personal information we collect about you on this website, and from application forms. Such personal information is dedicated to The Procurement Academy will be collected, processed, and stored in accordance with GDPR.

### Data Protection Officer

The Procurement Academy has a "data protection officer" who is responsible for matters relating to privacy and data protection.

### Policy Updates

We keep our Privacy Policy under regular review and may change it from time to time as our business or legal requirements change. You will be notified of any changes through our website.

DOCUMENT CONTROL				
VERSION	DATE OF ISSUE	DATE OF REVIEW	DATE OF NEXT REVIEW	SIGNATURE
3	August 2018	July 2024	June 2025	<i>Philip Chippindale</i>