

## Privacy policy – Endorsement

Skills for Care Ltd (with company number 03866683 and charity number 1079836) (“**SfC**” or “**Skills for Care**”) is committed to protecting your privacy and security. This policy has been produced in respect of the personal data Skills for Care collects in relation to the Endorsement application or renewal process. This policy explains how and why we use your personal data, to ensure you remain informed and in control of your information. We will comply with the General Data Protection Regulation ((EU) 2016/679) (“**GDPR**”) in respect of the personal data you pass to us unless and until the GDPR is no longer directly applicable in the UK, together with any national implementing laws, regulations and secondary legislation as amended or updated from time to time in the UK, including the Data Protection Act 2018 (“**DPA**”) and any successor legislation to the GDPR and the DPA.

Your personal data (i.e. any information which identifies you, or which can be identified as relating to you personally) will be collected and used by Skills for Care.

Skills for Care is based at West Gate, 6 Grace Street, Leeds, LS1 2RP. For the purposes of data protection law, Skills for Care will be:

- data controller of personal data passed to us as a part of an Endorsement application;
- data controller of personal data passed to us as a part of an Endorsement renewal application;
- data controller of personal data passed to us by learning providers for the purposes of evaluating applications for our endorsement process to ensure that applicants meet the criteria for endorsement. This data will only be used for such purpose (it is the learning providers obligation, as data controller, to notify you of the passing of your information to us);

### What this policy tells you:

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## 1. What information we collect

This privacy policy relates primarily to the Endorsement process. It also includes some information about the personal data we process as a result of your Endorsement application and renewal. If you would like to see information about how we process personal information you provide to us via the Skills for Care website, please see <https://www.skillsforcare.org.uk/Site/Privacy-policy.aspx>

The types of personal data that will be submitted by you in your application for Endorsement will be name, address and contact details, such as email address and telephone number.

### Data we receive from third party learning providers

Your personal data may be passed to us to by third party Learning Providers for of evaluating applications for our endorsement process to ensure that applicants meet the criteria for endorsement us to use for evaluation purposes. We rely on the Learning Provider to ensure that it has sought consent from you that meets the requirements of GDPR or alternatively ensuring that it is permitted to transfer your personal data to Skills for Care pursuant to another ground set out in GDPR.

We anticipate that, in most cases, the Learning Provider will need to seek your consent to send us your data. You are entitled to withdraw your consent at any time either by notifying the Learning Provider or by notifying us in which case we will delete your personal data from our systems.

## 2. How we use information

We only actively process your personal data in order to consider and manage your endorsement application or endorsement renewal once your application has been approved. If your application is successful, we will also use your personal data to ensure your details are recorded on our endorsed learning provider directory to be searched by care providers looking to commission learning and development services.

This will include them contacting you via the contact information you shared in your original application.

We will not collect any personal data from you we do not need in order to provide and oversee this service for you.

We process personal data about you in order to process your Endorsement application made by you. We are also required to meet certain reporting requirements of the Department of Health and Social Care (“**DHSC**”). If information about you is used to meet the requirements of the DHSC, it will be anonymised before the reports are disclosed or made available to anybody outside of Skills for Care.

### 3. Disclosing and sharing data

We will **never** sell your personal data. We will only share your personal data as described in this privacy policy.

We may share your information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the Companies Act 2006.

We may also need to disclose your personal information where we:

- sell any or all of our business or assets or we buy another business or assets in which case we may disclose your personal data to the prospective buyer or seller;
- are under a legal duty to comply with any legal obligation or in order to enforce or apply our terms and conditions; or
- need to disclose it to protect our rights, property or safety of our customers or others, including the exchange of information with other companies, organisations and/or governmental bodies for the purposes of fraud protection and credit risk reduction.

Your personal data may also be accessible by Microsoft Corporation, or a group company of Microsoft Corporation (in either case referred to in this policy as “**Microsoft**”), as a result of our use of a CRM system provided by Microsoft. In most cases, any access by Microsoft will be for the purpose of Microsoft providing helpdesk and support services. Your personal data will not be transferred outside of the EEA in this scenario.

Your personal data may also be accessible by OVH Limited and ClickDimensions LLC. More information in respect of each of these transfers is set out below.

### 4. How we protect data

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to or use or disclosure of your personal information. Our staff receive data

protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

We ensure only a limited number of our staff have access to your information and we require all staff to keep their usernames and passwords confidential. All passwords must contain at least 6 characters including both lower case and capital letters and at least one number.

Any reports that are produced based on the information within Endorsement are produced only for statistical and monitoring purposes and are anonymised so that no personal data is contained within those reports.

Skills for Care take the protection of all data very seriously and have recently obtained the Cyber Essentials Plus accreditation. This ensures that the Skills for Care network and infrastructure are protected against malicious intent to access our data. Our firewalls have been penetration tested to ensure that they are robust and can withstand any threat. All Skills for Care portal applications sit behind a secure domain to further protect from cyber threats.

## **5. Data storage**

### **Where we store information**

Skills for Care's operations are based in the UK and we store our data within the European Union.

We use a tool provided by ClickDimensions LLC, located in the US, to send bulk emails. ClickDimensions LLC is a registered member of the Privacy Shield scheme so when we pass your email address to them to send you emails, there are appropriate safeguards in place in respect of the transfer.

### **How long we store information**

We retain all endorsement applications (including any personal data about you included in the application) for 90 days from the date of receipt of the application and if your application is successful for the duration of your endorsement.

If your Endorsement comes to an end and is not renewed then we will delete your account and personal data within 90 days. We may retain financial information as a result of your Endorsement being successful for a period of 6 years from the date of receipt but all personal data will be deleted from the application if your Endorsement comes to an end and is not renewed.

If your personal data has been passed to us by a third party Learning Provider then we will hold this data in line with this privacy notice until your endorsement comes to an end and then delete this data within 90 days. If you wish to have your personal data deleted from our system, please notify your Learning Provider.

## 6. Your rights

You benefit from a number of rights in respect of the personal data we hold about you. We have summarised your rights below, and more information is available from the Information Commissioner's Office website (<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>). These rights apply for the period in which we process your data. Your rights are:

- access to your personal data ('subject access request')
- rectification of your personal data
- right of erasure
- right to restrict processing
- data portability
- right to object to us processing your personal data
- right to object to automated decision making (note that we do not carry out any automated decision making using your personal data)

If you have any concerns about the way your data is being used or any questions relating to this policy, please contact our Endorsement team at [endorsement@skillsforcare.org.uk](mailto:endorsement@skillsforcare.org.uk). Alternatively, please write to The Data Protection Officer, Skills for Care Ltd, West Gate, 6 Grace Street, Leeds LS1 2RP. If you think we have processed your personal data unlawfully or that we have not complied with GDPR, you can also report your concerns to the supervisory authority in your jurisdiction. The supervisory authority in the UK is the Information Commissioner's Office ("ICO"). You can call the ICO on 0303 123 1113 or get in touch via other means, as set out on the ICO website - <https://ico.org.uk/concerns/>.