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## PRIVACY NOTICE

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### BACKGROUND:

MBKB Limited understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our customers, learners and candidates and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

#### 1. Information About Us

We are MBKB Limited.

A limited company registered in England under company number 07349835.

Registered address: 12 Johnson Street, Woodcross, Coseley WV14 9RL.

Main trading address: 4 Parsons Street, Dudley, DY1 1JJ.

Data Protection Officer: Mark Bremner.

Email address: mark@mbkb.co.uk.

Telephone number: 01384 254674 / 07717 767679

Postal Address: 4 Parsons Street, Dudley, DY1 1JJ.

We are Approved on the register of Apprenticeship training providers (ESFA) together with being approved to work with multiple awarding bodies.

#### 2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

#### 3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") and the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

#### 4. What Are My Rights?

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:



- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

## 5. **What Personal Data Do You Collect?**

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Name;
- Date of birth;
- Gender;
- Address;
- Email address;
- Telephone number;
- National Insurance Number
- Ethnicity
- Health & Medical Records
- Next of Kin Emergency contact details



- Qualification History
- Academic progress and results;
- Business name;
- Job title and employment record;
- Profession;
- Payment information;

## 6. **How Do You Use My Personal Data?**

Under the Data Protection Legislation, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one of the following purposes:

- Providing and managing your account.
- Supplying our products and services to you, which shall include providing programmes of academic learning to you/your employee. Your personal details are required in order for us to enter into a contract with you.
- Personalising and tailoring our products and services for you.
- Communicating with you. This may include responding to emails or calls from you.
- Supplying you with information by email and/or post that you have opted-in to (you may unsubscribe or opt-out at any time).
- Supplying the ESFA (Education Skills Funding Agency) and Funding Partners (Dudley College and Walsall College) with your details in order to gain access to funding to support your programs with us.
- Supplying Awarding Organisations (City and Guilds, ILM, Cache, HABC and Pearson) with your information in order to register and certify your training to gain certificates and proof of achievement / attainment.
- Supplying any person or entity providing the training services on our behalf in order for them to contact you and be able to provide the services to you.

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email and/or telephone and/or text message and/or post with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the Data Protection legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

We do not presently use automated systems for carrying out certain kinds of decision-making or profiling.

## 7. **How Long Will You Keep My Personal Data?**

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):



- Your full name and training record will be retained for a period of 7 years post program completion in order to comply with funding rules. All other personal data will be retained for a maximum period of 6 months after completion of the program;

## 8. **How and Where Do You Store or Transfer My Personal Data?**

We will only store or transfer your personal data in the UK. This means that it will be fully protected under the Data Protection Legislation.

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- Fully encrypted IT equipment
- Encrypted and protected electronic storage
- Encryption applied to emails.
- Responsibility and approval register.

## 9. **Do You Share My Personal Data?**

We may sometimes contract with the following third parties to supply products and services to you on our behalf. These may include payment processing, delivery, and marketing. In some cases, those third parties may require access to some or all of your personal data that we hold.

- Supplying the ESFA (Education Skills Funding Agency) and Funding Partners (Dudley College and Walsall College) with your details in order to gain access to funding to support your programs with us.
- Supplying Awarding Organisations (City and Guilds, ILM, Cache, HABC and Pearson) with your information in order to register and certify your training to gain certificates and proof of achievement / attainment.
- Supplying any person or entity providing the training services on our behalf in order for them to contact you and be able to provide the services to you.
- Supplying IT Service Providers (for the purpose of hosting, supporting or maintaining our IT systems including any back-ups and disaster recovery systems).

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 8.

In the event that we need to share your personal data with any other third-party that does not fall into any of the categories above, for the purposes of supplying the services to you, we will notify you of this in writing.

If any personal data is transferred outside of the EEA, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR, as explained above in Part 8.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.



10. **How Can I Access My Personal Data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within **28 days** and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

11. **How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Mark Bremner):

Email address: [mark@mbkb.co.uk](mailto:mark@mbkb.co.uk).

Telephone number: 01384 254674 / 07717 767679.

Postal Address: 4 Parsons Street, Dudley DY1 1JJ.

12. **Changes to this Privacy Notice**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available via the Company’s website.