

## Data Protection Policy

Learningline undertakes to adhere to the Data Protection Act 1998. Under the Act, a person who determines the purposes for which and the manner in which any personal data are or are to be processed is the data controller. In a business (that is not run by a sole trader or that is not a partnership) the data controller is the organisation itself.

The Act sets out eight rules data controllers must follow for protecting personal data - these are known as the eight principles. Personal data must be:

1. Obtained and processed fairly and lawfully.
2. Processed only for one or more specified and lawful purposes.
3. Adequate, relevant and not excessive for those purposes.
4. Accurate and kept up to date – we recognise that data subjects have the right to have inaccurate personal data corrected or destroyed and that it is our responsibility to correct errors and make changes to the information you keep.
5. Kept for no longer than is necessary for the purposes it is being processed
6. Processed in line with the rights of the individual (the data subject) - this includes the right to be informed of all the information held about them, to prevent processing of their personal data for marketing purposes, and to compensation if they can prove they have been damaged by a data controller's non-compliance with the Act.
7. Secure and protected against loss, damage and inappropriate processing
8. Not transferred to countries outside the European Economic Area (the EU plus Norway, Iceland and Liechtenstein) that do not have adequate protection for the particular data being transferred, unless certain conditions are met, for example there is the consent of the data subject.

As part of the Nextstep partnership, Learningline has signed a partnership wide confidentiality agreement, which means only accredited partners of Nextstep have access to certain levels of personal data of clients. As part of delivering our service, we gather certain types of information about clients that we advise. It is important, therefore, that clients know what is gathered and how it is used. Learningline may use information for the following purposes:

- To fulfil your requests for certain services, information to be sent or to complete actions outlined as part of a discussion with an adviser
- To report to Nextstep on the number of interviews conducted and for quality assurance checks to be carried out on the outcome of the interviews undertaken
- To conduct customer satisfaction and follow up surveys, to understand your needs and provide you with better services
- Learningline is registered with the Data Protection Registrar, registration number PZ9166215