

Sefton Corporate Learning Centre Privacy Policy

Sefton Corporate Learning Centre is part of Sefton Metropolitan Borough Council (SMBC). We provide training programmes and room hire facilities to internal staff and external customers from across the public, private, voluntary, community and faith sectors. This privacy policy explains how we will use any personal information we collect about you when you interact with us by phone, mail, in person or online.

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How we collect information about you

We collect information about you when you register for an online training account, book one of our courses or rooms or contact us for further information.

You can sign up to receive our newsletter and information about up and coming training courses by clicking [here](#).

Website usage information is also collected using cookies.

What information do we collect about you?

We collect information to manage your online training account, administer your courses from the initial booking through to course completion and invoicing. Enquiry information is also collected in order to respond to you before progressing to a training course/room hire booking.

The categories of information processed include:

- Personal information – e.g. name and contact details
- Special Requirements / Needs
- Attendance Information – e.g. training course completion and non-attendance reasons.

For online courses the information provided will be used to maintain your account, issue reminders for uncompleted courses, notifications for course completion and awarding certificates.

For QualSafe accredited courses personal information about course attendance, assessment and completion will be shared with the awarding body to issue your certificate. A reminder will be sent via email if the certificates for any courses you have completed are due to expire.

Following completion of a course or room hire, evaluation information is requested to help improve the quality of training and/or room hire facilities. This information is used to support our internal quality assurance processes and includes sharing registers and evaluation feedback with our Accreditation Awarding Bodies QualSafe and Badge of Excellence. The sharing of this information with our Accreditation Awarding Bodies enables Sefton Corporate Learning Centre to deliver and maintain high quality training, which includes the delivery of accredited/approved training courses.

Invoice information will be shared with Sefton Council's Finance Team in line with our [charging policy](#).

Where an organisation has enrolled their employees/members onto a course, training course attendance, progress and completion information will be shared on request with the organisation.

Marketing

We would like to send you information about our training courses and/or room hire facilities which may be of interest to you. If you have already consented to receiving this information, you have a right at any time to tell us to stop contacting you for marketing purposes.

Please note we will never share your contact details with third party companies for marketing.

If you no longer wish to be contacted for marketing purposes please contact training.services@sefton.gov.uk or unsubscribe from the link in your last newsletter.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

This website only uses cookies for setting a home address in the Find My Nearest application and for gathering website statistics via Google Analytics. [Please see our cookie policy for further details](#).

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

What are your Rights?

You have a right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information you will need to submit a request in writing. Please click [here](#) for further information.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct, update or remove information you think is inaccurate.

Where the processing of your information is based on consent, you have the right to withdraw your consent at any time. You may also request that your personal data is erased where there is no compelling reason for its continued processing, that the processing of your data is restricted or object to your personal data being processed by Sefton Corporate Learning Centre.

How long is your data stored for?

Personal data held by Sefton Corporate Learning Centre is stored in line with Sefton Council's Records Retention Policy and Sefton Corporate Learning Centre's records' retention schedule.

In accordance with the GDPR, Sefton Corporate Learning Centre does not store personal data indefinitely; data is only stored for as long as is necessary to complete the task for which it was originally collected.

Other websites

Our website contains links to other websites. This privacy policy only applies to the Sefton Corporate Learning Centre website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on the web page.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By [email](#)
- Or write to us at: Sefton Corporate Learning Centre, Sandringham Road, Ainsdale, PR8 2PJ.

Our Data Protection Officer is Catherine Larkin, her role is to oversee and monitor our data protection procedures and to ensure they are compliant with GDPR. If you have any concerns about the way Sefton Corporate Learning Centre is collecting or using your personal data you can raise a concern with our Data Protection Officer at:

Data Protection Officer, 7th Floor, Merton House, Stanley Road, Bootle, L20 3UU

Telephone: 0345 140 0845

Email: info.information@sefton.gov.uk

You can also raise a concern with the Information Commissioner's Office (ICO) on 0303 123 1113, Monday-Friday 9am-5pm.