



Central Bedfordshire Council
and Bedford Borough Council
working together



Apprenticeship



Education & Skills
Funding Agency



Bedfordshire Employment and Skills Service Data Protection and Privacy Statement

Your privacy

Central Bedfordshire Council is committed to protecting your privacy when you use our services.

This Privacy Notice, which should be read alongside the Council's overarching Privacy Notice and which can be found [here](#), explains how BESS uses information about you and how we protect your privacy.

The Council has an information governance team which helps to make sure we respect your rights and follow the law. If you have any concerns or questions about how we look after your personal information, you can [contact the team](#).

Why we use your personal information

Do you know what personal information is?

Personal information can be anything that identifies and relates to a living person. This can include information that when put together with other information can then identify a person. For example, this could be your name and contact details.

Did you know that some of your personal information might be 'special'?

Some information is 'special' and needs more protection due to its sensitivity. It's often information you would not want widely known and is very personal to you. This is likely to include anything that can reveal your:

- sexuality and sexual health
- religious or philosophical beliefs
- ethnicity
- physical or mental health
- trade union membership
- political opinion
- genetic/biometric data
- criminal history

Why do we need your personal information?

We use the information that we gather about you via our enrolment forms to:

- report to the Government's Education and Skills Funding Service (ESFA) on the learners that we are delivering to on their behalf
- to ensure that we are complying with the rules and regulations around who is, or isn't eligible to undertake one of our courses
- enroll you with awarding bodies if the course that you are undertaking with us requires one or more examinations to be taken
- later contact you to see whether the course that you have undertaken with us has helped you gain employment or progress within your work
- to monitor the quality of our courses
- ensure that you get the right support if you have told us that you have a physical or learning disability
- train and manage the employment of our workers who deliver our courses
- help investigate any worries or complaints you have about your services
- keep track of spending on our courses
- check the quality of services
- to help with research and planning of new courses
- to ensure that we are reaching as many learners and communities as possible

How the law allows us to use your personal information

There are a number of legal reasons why we need to collect and use your personal information. Generally, we collect and use personal information where:

- you have given consent via one of our course enrolment forms
- it is necessary to perform our statutory duties



Central Bedfordshire Council
and Bedford Borough Council
working together



Apprenticeship



Education & Skills
Funding Agency



- it is necessary to protect someone in an emergency
- it is required by law
- it is necessary to deliver health or wellbeing courses
- it is to the benefit of society as a whole
- it is necessary to protect public health
- it is necessary for archiving, research, or statistical purposes

If we rely on your consent to use your personal information, you have the right to remove it at any time. If you want to remove your consent, please [contact the Council's team](#) and tell them that the service you're using is BESS so that your request can be dealt with.

We only use what we need!

Where we can, we'll only collect and use personal information if we need it to draw down funding for learning or to meet a requirement.

If we don't need personal information we'll either keep you anonymous if we already have it for something else or we won't ask you for it. For example, in a learner survey we may not need your contact details we'll only collect your survey responses.

If we use your personal information for research and analysis, we'll always keep you anonymous or use a different name unless you've agreed that your personal information can be used for that research or for a case study

We don't sell your personal information to anyone else.

What you can do with your information

The law gives you a number of rights to control what personal information is used by us and how it is used by us.

You can ask for access to the information we hold on you

You have the right to ask for all the information we have about you and the services you receive from us. When we receive a request from you in writing, we must give you access to everything we've recorded about you.

However, we can't let you see any parts of your record which contain:

- confidential information about other people
- data a professional would think will cause serious harm to your or someone else's physical or mental wellbeing
- if we think that giving you the information may stop us from preventing or detecting a crime

This applies to personal information that is in both paper and electronic records. If you ask us, we'll also let others see your record (except if one of the points above applies).

If you can't ask for your records in writing, we'll make sure there are other ways that you can. If you have any queries about access to your information, please [contact our team](#) or call our Access to Information Officer on 0300 300 4179.

You can ask to change information you think is inaccurate

You should let us know if you disagree with something written on your file.

We may not always be able to change or remove that information, but we'll correct factual inaccuracies and may include your comments in the record to show that you disagree with it.

Please [contact our team](#) to inform us of any inaccuracies.

You can ask to delete information (right to be forgotten)

In some circumstances, you can ask for your personal information to be deleted, for example:

- where your personal information is no longer needed for the reason why it was collected in the first place
- where you have removed your consent for us to use your information (where there is no other legal reason for us to use it)
- where there is no legal reason for the use of your information
- where deleting the information is a legal requirement
- where your personal information has been shared with others, we'll do what we can to make sure those using your personal information comply with your request for erasure



Central Bedfordshire Council
and Bedford Borough Council
working together



Apprenticeship



Education & Skills
Funding Agency



Please note that we can't delete your information where:

- we're required to have it by law
- it is for scientific or historical research, or statistical purposes where it would make information unusable
- it is necessary for legal claims

Who do we share your information with?

We use a range of organisations to collect personal information or help deliver our services to you. Where we have these arrangements, there is an information sharing agreement in place to make sure that the organisation complies with data protection law.

The organisations with whom we currently share your information are:

1. The organisation that is providing the funding for your course. Currently, the only external organisation to do this is the Government's Employment and Skills Agency who have engaged us to deliver your learning and collect your data for them. The ESFA's Privacy Notice can be found by following this link <https://www.gov.uk/government/publications/esfa-privacy-notice>:
2. Subcontractors who collect your information for us via our course enrolment forms and then deliver the learning:
 - a. Bedford Training and Assessment Centre (BTAC)
 - b. The Disability Resource Centre
 - c. Impact Mental Health Per Support
 - d. NOAH Enterprise
 - e. SPS Solutions Limited
 - f. SSG Services
 - g. Waterside Consultancy Hertfordshire
3. Awarding bodies with whom you have to be registered to take the examinations associated with your courses:
 - a. Pearson
 - b. City and Guilds
 - c. Gateway
4. Welfare Call, with whom we share your contact and course details so that they can call you 3 – 6 months after you have finished your course to see whether you have moved into employment or changed your job. This helps us to see how effective our courses are at helping people into employment or progressing with their employers.

We may also share your personal information when we feel there's a good reason that's more important than protecting your privacy. This doesn't happen often, but we may share your information:

- in order to find and stop crime and fraud
- if there are serious risks to the public, our staff or to other professionals
- to protect a child
- to protect adults who are thought to be at risk, for example if they are frail, confused or cannot understand what is happening to them

For all of these reasons the risk must be serious before we can override your right to privacy.

If we're worried about your physical safety or feel we need to take action to protect you from being harmed in other ways, we'll discuss this with you and, if possible, get your permission to tell others about your situation before doing so.

We may still share your information if we believe the risk to others is serious enough to do so.

There may also be rare occasions when the risk to others is so great that we need to share information straight away. If this is the case, we'll make sure that we record what information we share and our reasons for doing so. We'll let you know what we've done and why if we think it is safe to do so.

How do we protect your information?

We'll do what we can to make sure we hold records about you (on paper and electronically) in a secure way, and we'll only make them available to those who have a right to see them. Examples of our security include:



Central Bedfordshire Council
and Bedford Borough Council
working together



Apprenticeship



Education & Skills
Funding Agency



Encryption

This means that information is hidden so that it cannot be read without special knowledge (such as a password). This is done with a secret code or what's called a 'cypher'. The hidden information is said to then be 'encrypted'.

Pseudonymisation

This means that we'll use a different name so we can hide parts of your personal information from view. This means that someone from an external organisation could work on your information for us without ever knowing it was yours.

Access control

Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it.

Staff training

Training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong.

Technology review and testing

Regular testing of our technology and ways of working including keeping up to date on the latest security updates (commonly called patches.)

Find out more

[Visit our information governance section](#) to find more details of our information security expectations by referring to our range of policies.

Where in the world is your information?

The personal information is stored on systems in the UK.

How long do we keep your personal information?

We will keep your personal information for a minimum of 6 years, in line with ESFA rules. We include this in our records retention schedule and after 6 years your personal data will be destroyed.

Where can I get advice?

If you have any worries or questions about how your personal information is handled, please [contact our team](#).

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.