



Data Protection Privacy Notice



Our Data Protection Privacy Notice tells you what we do with your personal information, why we need it, who we share it with and how long we keep it for. You will be offered a copy during the application and onboarding process.

Your personal information is the information that identifies you - like your name, or address and other contact details. We collect this information when we talk to you about learning opportunities so we can keep in touch, and when we enrol you onto an apprenticeship programme. We will collect more information whilst you are learning with us, such as your attendance and progress.

EMA Training will ensure that your privacy is protected and that your information is safe. In order to stop unauthorised access or sharing we have put in place physical, electronic and compliance procedures to safeguard and secure the information we collect from you, including your online details.

Consent

Processing your personal information is necessary to meet the contractual obligations you enter into when enrolling onto a funded programme with EMA Training and in order for us to meet our legal obligations under the Apprenticeships, Skills, Children & Learning Act 2009. Provision of the Data Protection Privacy Notice forms part of the enrolment and contract, and includes your agreement, or consent, to us processing “special category” information where provided. This is information about, for example, your health and ethnic origin. We are required to ask for this information by our funders when your training is publicly funded, although you have the option not to provide it. This information may also help us ensure we can put in place any support measures to help you with your training.

You can refuse to provide your consent, or withdraw your consent at any time, and this can be done by writing to the Data Protection Officer for EMA Training at dpo@ematraining.co.uk. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.

Sometimes photographs and videos are taken whilst in our HUBS, on external outings, at events, or at your place of work. These may be used for the local press, our website and other social media platforms and/or in publicity materials to promote our apprenticeship programmes. In these circumstances specific consent will be collected.

We need your agreement to us contacting you for publicity and marketing purposes and you can agree to this by completing the relevant tick boxes and signing the consent forms associated with this notice.

Why do we collect personal information about you?

We collect information to allow us to carry out our work delivering funded training within our HUBS, in employers' premises, and through our ePortfolio system, OneFile. We require this information to deliver our service to you and for the Department for Education (our funders), and Ofsted (our Regulatory body) so they can check that we deliver training to the required standards and to provide the right payments to us for delivering the training.

We collect the information required by the Department for Education (DfE) under contract with them in order to secure income revenue via public funding for our training provision. More details about your personal information held by the DfE can be found in the DfE Privacy Notice at:

<https://www.gov.uk/government/publications/privacy-information-key-stage-4-and-5-and-adult-education>

In order to receive funding we must also undertake eligibility checks, which will include accessing your Personal Learning Record (PLR) via the Learning Records Service (LRS) to verify your qualifications and grades and provide evidence of eligibility for our funded programmes.

More information about your Personal Learning Record and who can access it can be found in the LRS Privacy Notice. The LRS issues Unique Learner Numbers (ULN) and creates Personal Learning records across England, Wales and Northern Ireland, and is operated by the Department for Education. For more information about how your information is processed by them, and to access your Personal Learning Record, please refer to:

<https://www.gov.uk/government/publications/lrs-privacy-notice>

Part of our work includes finding apprenticeship vacancies and opportunities. We collect and share information in order to ‘match’ candidates to employers and support the assessment and recruitment process. We may ask you for a copy of your CV so that we can share this with prospective employers who may then contact you directly to

discuss the job opportunity, but we will always check that you are happy for us to do this before sharing your information.

We utilise social media to advertise some of our apprenticeship opportunities. You may make an enquiry through one of our platforms where you will be asked to provide your name and contact details. These details will be used in order to contact you and you can unsubscribe from receiving further communications at any time.

What sort of information do we ask for?

The sort of information we keep may include:

- Your name, age or date of birth
- Your contact details including address, email address and telephone numbers
- National Insurance Number
- Your ethnicity or national origin
- Emergency contact or next of kin details
- Educational achievements
- Employment history
- Health information
- Support needs
- Information such as your preferences and interests
- Bank account number and sort code (for example if you claim a bursary)
- Other information relevant to customer surveys and/or offers
- Recordings of evidence of learning required for your End Point Assessment such as professional discussions, We will always ask for your consent prior to making any recordings

Where training is delivered online, workshop sessions may be recorded, and these recordings will be made available to all participants attending the workshop and also to others who were invited but were unable to attend. We will always inform you if a session is to be recorded.

We keep this information secure in our IT systems. Some information may be in paper files such as a progress report or a workbook.

We will also collect other information about you during the course of your programme such as:

- Information about attendance, including any sickness absence
- Exam results

What do we use the information for?

- We will use the information collected from you to enable enrolment and participation through to completion of your chosen programme/s and to secure funding for your programme.
- We will use the information to complete and return an ILR to the Department of Education. Further information can be found here - <https://guidance.submit-learner-data.service.gov.uk/25-26/ilr/ilrprivacynotice>
- We may contact you requesting evaluation and feedback throughout the course of your programme and for up to 12 months following either completion of your programme or leaving without completion.
- We will use your information to ensure we protect your health, safety and welfare.
- We will use your information for our own internal record keeping.
- If you enrol onto an apprenticeship programme and you are aged under 18 on your start date or aged 19+ with an Education, Health, Care Plan (EHCP) we will use your information to contact the Safeguarding Officer at your former school/college and submit a data request. We will request any information they hold relating to your behaviour, attendance, punctuality, and if there were any recorded prevent issues and/or safeguarding concerns during your time at that school/college. We request this in line with the 'Keeping Children Safe in Education' guidelines.
- If you enrol onto an apprenticeship programme and you are aged under 18 on your start date we will contact your next of kin to ask if you have any learning difficulties, disabilities or health problems we need to be aware of during your programme. We will not disclose to your next of kin anything you have already disclosed to us.

Sometimes our funders or Ofsted may contact you directly to talk to you about your learning with EMA Training or ask what has happened since finishing your learning programme, for example whether you are doing some other training.

Who do we share your information with?

We have to share some of your information with other people and organisations such as Ofsted, and our funders. This may include your personal contact details, your attendance and progression in training, your achievements or employment status. The organisations and people we regularly share this information with are:

- Ofsted (the Regulatory Body for Training & Education)
- Department for Education (DfE)
- OneFile (our ePortfolio system provider)
- Pellcomp Software - An Advanced Product (our MI system)
- Microsoft Azure (used by Pellcomp Software)
- Employers (potential and current)
- Awarding Bodies and End Point Assessment Organisations who verify your qualification and award your certificates
- Suppliers of books and training resources including couriers
- Parents and Guardians
- Trainers and Mentors, and other members of EMA Training staff such as people in the Safeguarding, Finance or Compliance departments
- Auditors and Inspectors

There may be occasions when we are legally required to share information with statutory agencies such as the Police, Local Authorities, Courts or HMRC. This may be in relation to educational statistics, safeguarding risks, criminal or civil proceedings or fraud. Information can be shared without your consent in these circumstances.

There may be other occasions when we are requested to provide information that we hold on you and where required, we will seek your explicit consent before doing so.

If we were to sell or transfer our business or part of our business this may involve the transfer of our operations and/or records to another organisation(s). As part of the sale or transfer, your personal data may be transferred to the new organisation(s) who will, under the terms of this Data Protection Privacy Notice, be permitted to use this data for the purposes for which it was collected i.e. to enable enrolment and participation through to completion of funded programmes, to secure funding for your programme and to be provided as evidence during an audit by funding bodies and/or other Regulators, for example, Ofsted.

How long do we keep your information?

We will keep your details and the documents or file associated with your learning programme for a period of 6 years after the end of the contract year in which the final payment was made.

For individuals that started with us prior to 01/08/2023, we may receive match funding from the European Social Fund. Records relating to training partly funded through the European Social Fund have to be kept for a longer period, and currently they have to be kept until 31/12/2034.

If your learning record or workbook is part of our internal quality checking, then we must retain these documents for a period of 4 years from the date they were quality assessed in order to provide them to an external quality assessor.

If you make an initial enquiry with us, but do not progress onto a funded programme with EMA Training, we will keep your contact details for a period of 6 months and seek your consent to continue contact with you beyond this period. You can request that we end contact at any point during this period.

Your rights and how to get a copy of the information we hold on you

You have rights under the law including the right to see the information we have, to ask us for a copy of it, to have it changed if it's not right, or out of date, or to have it deleted. There will be times when we can't delete all of your information because our funders require us to keep certain parts of your learning record for audit purposes.

No payment is required for a copy of your information and we will provide it to you within one month of you asking for it. To get a copy of your information contact the Data Protection Officer for EMA Training on one of methods below:

- By email to dpo@ematraining.co.uk
- By telephone on 01332 371666

You will need to provide:

- Your full name, date of birth and current address
- A copy of identification, e.g. a driving licence or passport or birth certificate

What if you are unhappy about the information we keep about you?

If you aren't happy about how we are looking after your information, then you should talk to us about it.

You can contact the Data Protection Officer for EMA Training at dpo@ematraining.co.uk or by telephone on 01332 371666.

After talking to us, if you are still not happy with how we are dealing with your information, you can write to the Information Commissioner's Office and ask them to look at the procedures we are following. They can be contacted at:

Information Commissioner's Office
Whycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Telephone 01625 545 745

Further information about the work of the Information Commissioner and about data protection can be found at www.ico.org.uk

Website access and usage

Our websites use cookies - a cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

This Data Protection Privacy Notice may periodically be updated. The most up to date version will always be available on our website.

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Version Control

Version	Date	Reason for Update
1	12/07/2021	Document created.
2	31/08/2021	Updated to including how we share data for Post-16 Destinations.
3	28/03/2022	Updated wording around our application process.
4	26/07/2022	Updated to include safeguarding data requests for 16-18 year olds.
5	26/07/2023	Updated to remove reference to ESF match funding and updated logos.
6	09/02/2024	Updated document owner. Updated to include learning difficulty, disability and health problems requests for 16-18 year olds from next of kin. Updated 'who we share your information with' list.
7	28/04/2025	Updated DPO name and email address
8	06/06/2025	Updated mentions of ESFA to DfE. Updated link to DfE privacy notice. Removed DPO staff member name and changed to 'DPO Officer'. What we use your information section for updated to change mention of learners aged 16, 17 or 18 to under 18 and specif to apprenticeship programmes. Updated wording from apprenticeships to any funded training where applicable. Updated contact length after leaving programme from 6 months to 12 months.
9	10/06/2025	Address Updated
10	25/07/2025	Updated to include ILR Privacy Notice 2025 to 2026