

## **AdSkills Certification Ltd privacy policy**

This privacy policy tells you what to expect us to do with your personal information.

We have a joint controller relationship with the Approved Training & Assessment Centres for the purpose of the training of learners and assessments of candidates.

### **Contact details**

**Post:** Unit 15, Heston Industrial Mall, Church Road, HOUNSLOW, TW5 0LD, GB

**Telephone:** 020 8569 5060

**Email:** [info@adskills.org.uk](mailto:info@adskills.org.uk)

### **What information we collect, use, and why**

We collect or use the following information to **provide services and goods, including delivery:**

- Names and contact details
- Addresses
- Date of birth
- Account information
- Photographs or video recordings
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints
- National Insurance Number

We collect or use the following information for **the operation of customer accounts and guarantees:**

- Names and contact details
- Addresses
- Account information, including registration details
- Information used for security purposes
- National Insurance Number
- Photographs

We collect or use the following information for **service updates or marketing purposes:**

- Names and contact details
- Marketing preferences
- Records of consent, where appropriate

### **Lawful bases**

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent

## **Where we get personal information from**

- People directly
- Joint data controller - course application forms

## **How long we keep information**

The retention period for each document / record type will be recorded and is available on request.

## **Who we share information with**

### **Data processors**

#### **Microsoft 365**

This data processor does the following activities for us: Provider of software and online storage of documents and records.

#### **IT Company**

This data processor does the following activities for us: Development and maintenance of software and websites.

#### **Accountant**

This data processor does the following activities for us: Employees payroll.

## **Others we share personal information with**

- Professional or legal advisors
- Relevant regulatory authorities
- External auditors or inspectors
- Organisations we're legally obliged to share personal information with
- Other relevant third parties:
  - Law enforcement, HMRC

With certificate holder's explicit consent we will share their certification record with a 3<sup>rd</sup> party.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113  
Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

01 October 2024