

GDPR Privacy Policy

Introduction

Please find below OnBoarding Group Limited's GDPR privacy policy, which explains why data is being collected from you and what we do with this data once this has been received. Please note that this policy may be amended if anything changes.

Information That We Collect from You

Once you have confirmed you wish to attend one of our courses, we would require collecting specific personal information from you. This is to ensure we can provide suitable services to yourself, listed below are the items that could be collected:

- Personal details
- Contact details
- Bank details (for payment purposes)
- Proof of qualifications (if applicable)

We are required to go through formal procedures with each new prospective learner to establish, amongst other things, their identity.

Processing Your Information

OnBoarding Group Limited takes confidentiality seriously and will only use your confidential information for the purpose of performing our obligations under this contract. Unless otherwise authorised by you, OnBoarding Group Limited shall only disclose it to other third parties if required to do so by law, by our insurers, or as part of an external peer review (in all cases, under appropriate and proportionate obligations of confidentiality).

OnBoarding Group Limited is registered with the ICO under the Data Protection Register, our registration number is: ZA512036.

OnBoarding Group Limited utilise the services of Mailchimp to send marketing and news campaigns, all of which can be unsubscribed from at any point. You can read more about how Mailchimp uses your Personal Information here: <https://mailchimp.com/legal/privacy>.

What we will be doing with your information

OnBoarding Group Limited will use your personal information in the following ways:

- To confirm your identity.
- Whilst providing our services, we will communicate with you in relation to your chosen course and deal with any requests.
- Prepare documents in order to assist you on your chosen course, as required.

- At your request, or with your permission, we may send your personal details and contact information to our Partners, with regards to your professional development, establishing your network or enhancing your professional opportunities.
- If required, any documents we prepare that need to be sent to a third party are authorised by you before we do so.
- As part of any accreditation elements on the courses, where applicable we will send the Awarding Organisation any information it may require fulfilling this element (such as personal details, contact details, and previous qualifications).

Duration of your data on our records

Your data will be kept for no longer than ten years. If you wish for files to be destroyed or deleted before this period, or for any paper documentation to be returned to you, please contact the Management Team at info@onboarding-group.com or call 0204 5378049.

Information Sharing

Per the services we provide for you, OnBoarding Group Limited may pass your details on to certain third parties to carry out specific tasks on our behalf.

You will be made aware of this, and consent shall be given otherwise. If you wish for these tasks not to be carried out by our appointed person, then you can arrange this yourself.

Security of Your Data

Your data which is sent electronically will be stored on our computers and server which is only accessible via passwords. If you specify, we can password-protect files that are sent to you, from us, via email.

If we print and store any personal data; for example, files made specifically for you, these will be stored in a confidential, locked cupboard. No one can access these files apart from The Management Team and Administration Staff who will be working on assisting learners (the keys to access the cupboards are kept with staff at all times).

If you wish for these documents to be destroyed once the course has been completed, please contact the Management Team at info@onboarding-group.com to do this (files are kept for a maximum of 10 years).

Updating Your Information

You have the right to ask for a copy of the personal information that we hold about you. This includes having the right to request information that we may hold that is incorrect or that has been changed since you first told us. This request will not be chargeable, and it would be appreciated if you could please send it to OnBoarding Group Limited, 3-5 Tammy Hall Street, Wakefield, WF1 2SX, or e-mail the Administration Team at info@onboarding-group.com.

Your objections to using your personal data

You can request OnBoarding Group Limited to stop using your information and processing. On occasion, on your request, we may modify documents so you are comfortable with what a third party receives, we will always ensure you have given us consent to release any data on your behalf before we do so.

Please be aware that if you request for us to stop processing any such data, this may result in us being unable to provide our services effectively. If you have any queries, please contact the Administration Team at info@onboarding-group.com.

Moving your information to another organisation

OnBoarding Group Limited will not send your personal data to any third parties without your consent. No other organisations will have your data unless authorised by you.

Complaints for personal data use

If you would like to make a complaint about how OnBoarding Group Limited is using or handling your personal data, you can contact us to have this investigated, by e-mail at; info@onboarding-group.com or by letter to OnBoarding Group Limited, 3-5 Tammy Hall Street, Wakefield, WF1 2SX.

If our response is not satisfactory or you believe that your personal data is not being dealt with appropriately in accordance with the Law, you can make a complaint to the UK Data Protection Officer.