



Privacy Notice

This privacy notice tells you what we do with the information we collect about you. How we collect, use, share and protect your personal information, including your rights under current laws and regulations.

Soteria Solutions Ltd is the Data Controller of that personal data as regulated by the General Data Protection Regulation (EU) ("GDPR")

Who "we" are

We are Soteria Solutions Ltd ("We", "us" or "our"). We are a training company who specialises in teaching first aid, health and safety and fire safety

"You"

Anyone who uses our training services, including partners, learners, Lincolnshire County Council

Why do we collect your personal data?

We collect personal data in order to keep you up to date with your training records and requirements and to meet the statutory requirements of our funding body, the Education and Skills Funding Agency, where applicable.

The information collected is necessary for your enrolment as a learner and is required by law. You must provide it in order to enrol on a programme funded by Lincolnshire County Council. It is used to create a unique learner number (ULN) and a Personal Learning Record (PLR).

Information you provide will also be used for the purposes of equality of opportunity and to support your studies.

We will not collect any personal data that we do not need in order to provide this service and as far as is reasonable and practicable, will ensure that the information recorded is accurate and kept up to date.

We would only use it for marketing to tell you about new courses with your prior consent, obtained via the enrolment form.

What personal data do we collect?

We will collect personal data about you in order to deliver the service.

The personal data we will collect includes:

- Your title
- Your surname
- Your forename
- Your gender
- Your date of birth
- Your address (including post code)
- Your daytime telephone number (only for courses with an accreditation)
- Your mobile number (only for courses with an accreditation)
- Your email address (only for courses with an accreditation)
- Your national insurance number (only for courses with an accreditation)
- Details of any qualifications you may hold
- Your household employment situation (only for courses with an accreditation)
- Your current employment status
- Details of any learning difficulty or disability you may have
- Your ethnicity, nationality and first language
- Details of any personal support you may need to participate in your chosen course

How do we get your personal data?

We will collect your personal data through enrolment forms, online registration, PLRs and feedback forms completed before, during and after an Adult Skills course you have enrolled onto.

Who do we share your data with?

We will only share information when it is necessary to do so and in accordance with the law.

We pass the relevant information to Lincolnshire County Council who pass this on to government agencies to meet funding arrangements. This means that your personal information and some sensitive information will be forwarded to the Education and Skills Funding Agency. Where necessary it is also shared with the Department for Education (DfE).

The information provided may be shared with other organisations for purposes of administration and statistical and research purposes relating to education, training, employment and well-being.

You may be contacted by research organisations after you have completed your course to establish whether you have entered employment or gone onto further learning, volunteering or education.

You may be contacted by the European Social Fund (ESF) Managing Authority, or its agents, to carry out research and evaluation to inform the effectiveness of the programme.

How long do we hold your data for?

We are required to retain your personal data only for as long as is necessary, after which it will be securely destroyed in line with the Education and Skills Funding Agency's retention policy. In accordance with the Education and Skills Funding Agency requirements and European Social Fund requirements, the data will be retained until 2030. Hard copies of registers and enrolment forms must be retained until the end of the academic year in which you took your course and thereafter they may be retained as a hard copy or electronically until 2030.

How do we keep your data safe?

We ensure the security of any personal information we hold by using secure data storage technologies and procedures to store, access and manage that information and reduce the risk of loss or theft. Our methods meet the GDPR compliance requirement.

Hard copies of document are retained in coded, fire-proof filing cabinets and electronic copies of the same are held in the secure European data vaults.

Access to information is strictly controlled based on the role of the professional.

Computers and data bases programmes are password protected.

All staff are required to undertake regular data protection training and must comply with a variety of security policies designed to keep your information secure.

Your personal data is not processed outside of the EU by Soteria Solutions or Lincolnshire County Council

Your Rights

You have a number of rights which relate to your personal data.

You are entitled to request access to any personal data we hold about you and you can request a copy. You can do so by writing to our Data Protection Officer as detailed below:

You can also request that we correct any personal data we hold about you that you believe is inaccurate; request that we erase your personal data; request that we stop processing all or some of it; withdraw your consent to us collecting and processing your personal data and request us to stop using personal information to tell you about services that may be of interest to you.

We will respond to any such request within one calendar month.

Further Information

Our Data Protection Officer details are:

Martin Blackman

Soteria Solutions Ltd

Mulberry Lodge, 1 Church Meadows, Kirton, Boston PE20 1XT

Telephone: 0845 303 8635

Email: info@soteriasolutions.co.uk

Sometimes we will not be able to stop using your personal information when you ask us to (e.g. where we need to use it because the law requires us to do so or we need to retain the information for regulatory purposes).

We will tell you if we are unable to comply with your request, or how your request might impact you, when you contact us.

If you have any concerns about the way in which we are using your personal information, please contact our Data Protection Officer in the first instance and we will endeavour to resolve your concern. You also have the right to complain to the Information Commissioners Office ("ICO"). The ICO can be contacted at:

ICO website: <https://ico.org.uk/global/contact-us/>

ICO telephone: 0303 123 1113

We are registered with the ICO under the Data Protection Register, our registration number is Z3333721.

This policy will be reviewed annually.



Martin Blackman

Managing Director

Dated 1st August 2023

Review on 1st August 2026