

**INTEQUAL**

## GDPR Policy

Version 2.2

**Ref – GDPR Policy**

**Issue: November 2023**

**Review: November 2023**

**Approved by: Rod Harris  
(Board Representative)**

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## Our commitment

Intequal is committed to protecting the confidentiality of personal data including the personal data of employees and learners. In the course of your work, you may encounter and use confidential personal information about people, such as names and addresses (personal data) or even information about learners' circumstances, families, health and other private matters (sensitive personal data or special categories of personal data). This policy helps you ensure that you understand how to handle personal information securely and appropriately to ensure compliance with data protection legislation or company policy.

## Objectives

This policy describes how personal data must be collected, handled, and stored to comply with data protection legislation. The policy applies to personal data in all its forms including all electronic and paper records, employee and learner data, and the systems that hold personal data.

## Scope

The policy applies to all Intequal employees and learners. Agency workers, freelancers, self-employed contractors, and any other third parties delivering services on behalf of Intequal should be made aware of this policy and understand their responsibilities under this policy and should comply with all data protection legislation.

## Key contacts

**James Combes – Data Protection Officer (DPO)**

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## Definitions

Keywords used in the policy and what they mean in relation to this policy:

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<b>Keyword</b>	<b>Definition</b>
Data – External	Any personal data relating to customers. E.g. Name, address, date of birth, etc.)
Data – Internal	Any personal data relating to staff. E.g. Name, address, date of birth, bank details, etc.)
Data Controller	The person within the organisation is responsible for determining the purposes and means of processing personal data.
Data Processor	The person/people who process data on behalf of the data controller.
Data Protection Manager (DPM)	The DPM is the person in the Company with responsibility for security of data held or processed by the Company and its employees.
Data Protection Officer (DPO)	A Data Protection Officer (DPO) is a position within a corporation that acts as an independent advocate for the proper care and use of personal and/or special category data.  The DPO also picks up all enquiries relating to data and security.
Data Subject	The identified or identifiable living individual to whom personal data relates.
Personal Data	Any information that allows an individual to be identified, directly or indirectly. It applies to both automated personal data and manual filing systems. Examples include name, identification number, location data or online identifier (e.g. cookies).

Special Category Data	<p>The GDPR singles out some types of personal data as likely to be more sensitive, and gives them extra protection:</p> <p>personal data revealing <b>racial or ethnic origin</b></p> <p>personal data revealing <b>political opinions</b></p> <p>personal data revealing <b>religious or philosophical beliefs</b></p> <p>personal data revealing <b>trade union membership</b></p> <p><b>genetic data</b></p> <p><b>biometric data</b> (where used for identification purposes)</p> <p>data concerning <b>health</b></p> <p>data concerning a person's <b>sex life</b>; and</p> <p>data concerning a person's <b>sexual orientation</b>.</p>
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## External – How we process personal data for the company

Everyone who works for, or on behalf of, the Company has some responsibility for ensuring data is collected, stored, and handled appropriately. This must be completed in line with this policy and the Company's Data Security and Data Retention policies.

- Users must not attempt to store Intequal's data, including customer data, staff data and other personal data on mobile devices or upload it to unapproved cloud-based storage services.
- Only access personal data covered by this policy if we need it for the work we do for, or on behalf of the Company and only if we are authorised to do so. We only use the data for the specified lawful purpose for which it was obtained.
- Do not share personal data informally.
- Keep personal data secure and do not share it with unauthorised people.
- Regularly review and update personal data which we must deal with for work.
- This includes telling us if contact details change.

- Do not make unnecessary copies of personal data and keep and dispose of any copies securely.
- Use strong passwords/pins.
- Lock computer screens when not at the desk.
- Consider anonymising data or using separate keys/codes so that the data subject cannot be identified.
- Do not save personal data to our own personal computers or other devices.
- Personal data must never be transferred outside the European Economic Area except in compliance with the law and authorisation of the Data Protection Manager
- Lock drawers and filing cabinets. Do not leave the paper with personal data in any unsecured place.
- Do not take personal data away from the Company's premises without authorisation from our Line Manager or Data Protection Manager.
- Personal data must be shredded and disposed of securely when we have finished with it.

## Internal

The Company will process your personal data (including special categories of personal data) in accordance with our obligations under the General Data Protection Regulation 2018. We will use your personal data for:

- performing the contract of employment (or services) between us
- complying with any legal obligation

If you choose not to provide us with certain personal data, you should be aware that we may not be able to carry out certain parts of the contract between us. For example, if you do not provide us with your bank account details, we may not be able to pay you. It might also stop us from complying with certain legal obligations and duties which we have. For

example, to pay the right amount of tax to HMRC or to make reasonable adjustments in relation to any disability you may suffer from.

We must process your personal data in various situations during your recruitment, employment (or engagement) and even following the termination of your employment (or engagement). For example: to decide whether to:

- Employ (or engage) you
- To decide how much to pay you, and the other terms of your contract with us; to check you have the legal right to work for us
- To carry out the contract between us including where relevant, its termination; training you and reviewing your performance; to decide whether to promote you
- To decide whether and how to manage your performance, absence, or conduct
- To carry out a disciplinary or grievance investigation or procedure in relation to you or someone else
- To determine whether we need to make reasonable adjustments to your workplace or role because of your disability
- To monitor diversity and equal opportunities
- To monitor and protect the security (including network security) of the company, of you, our other staff, customers, and others
- To monitor and protect the health and safety of you, our other staff, customers and third parties
- To pay you and provide pension and other benefits in accordance with the contract between us
- Paying tax and national insurance
- To provide a reference upon request from another employer; or to pay trade union subscriptions

- Monitoring compliance by you, us and others with our policies and our contractual obligations
- To comply with employment law, immigration law, health and safety law, tax law and other laws which affect us
- To answer questions from insurers in respect of any insurance policies which relate to you
- Running our business and planning for the future
- The prevention and detection of fraud or other criminal offences
- To defend the Company in respect of any investigation or litigation and to comply with any court or tribunal orders for disclosure
- For any other reason which we may notify you of from time to time.

Intequal will only process special categories of your personal data (see above) in certain situations in accordance with the law. For example, with your explicit consent. If Intequal asked for your consent to process a special category of personal data, then the reasons for our request will be explained. You do not need to consent and can withdraw consent later if you choose by contacting the Company Data Protection Manager.

Intequal does not need your consent to process special categories of your personal data when it is processed for the following purposes, which we may do:

- Where it is necessary for carrying out rights and obligations under employment law
- Where it is necessary to protect your vital interests or those of another person where you/they are physically or legally incapable of giving consent
- Where you have made the data public
- Where the processing is necessary for the establishment, exercise, or defence of legal claims
- Where processing is necessary for the purposes of occupational medicine or for the assessment of your working capacity.



Intequal may process special categories of your personal data for the purposes specified above (See examples of when we might process your personal data above). In particular, we will use information in relation to:

- your race, ethnic origin, religion, sexual orientation, or gender to monitor equal opportunities
- your sickness absence, health, and medical conditions to monitor your absence, assess your fitness for work, pay you benefits, comply with our legal obligations under employment law including making reasonable adjustments and look after your health and safety

## Systems in use

### Microsoft Office365

Purpose of the system:	Productivity software for all staff for e-mail and social networking services through hosted versions of Exchange Server, Microsoft Teams Server, SharePoint, Word, Excel, etc.
Used by:	All Intequal staff.
Data collected:	<ul style="list-style-type: none"> <li>• Personal Identifiable information: collected and stored on systems such as Microsoft Dynamics CRM, and SharePoint.</li> <li>• Special Category data: Medical Conditions, Criminal Convictions, Additional Learning Needs. Stored on a need-to-know basis, individual credentials and passwords are required to access.</li> </ul>
System security:	Individual login and password-tiered levels of access on systems such as SharePoint, information accessible on a need-to-know basis using login credentials. Only admins can approve access, two factor authentications are required.

### Dynamics 365

Purpose of the system:	A Customer Relationship Management software package that focuses mainly on Sales, Marketing, and Service (help desk) sectors. Used within Intequal as a sales and customer relationship tool.
Used by:	Sales, Admin, MIS, Delivery, Senior Management Team, and The Board.
Data collected:	Personal Identifiable Data, and Special Category Data.
System security:	Individual login and password, two-factor authentication (2FA).

### PICS

Purpose of the system:	Data management system with data input function used for enrolment of apprentices and on programme documents.
Used by:	Delivery, operations, and sales.
Data collected:	Personal Identifiable Data, and Special Category Data.
System security:	Individual login, password and 2FA

### JustApply

Purpose of the system:	Candidate application system
Used by:	Sales, MIS and Operations
Data collected:	Candidate personal identifiable information and special category data: <ul style="list-style-type: none"><li>• Learning difficulties</li></ul>

	<ul style="list-style-type: none"> <li>• Ethnicity</li> </ul>
System security:	Individual login, password and 2FA.

### Learning Assistant

Purpose of system:	The apprentice portal is used to upload completed portfolio work and off-the-job training hours, the system tracks progress through the apprenticeship.
Used by:	Learners, Operations and Delivery
Data collected:	Personal Identifiable Information: <ul style="list-style-type: none"> <li>• First name</li> <li>• Last name</li> <li>• Gender</li> <li>• Date of birth (not mandatory)</li> <li>• Centre assigned to</li> <li>• Email</li> <li>• Apprenticeship data</li> </ul>
System security:	Individual login and password.

### Walled Garden and Evolve

Purpose of the system:	Used for apprenticeship exams.
Used by:	Delivery, Operations.
Data collected:	Personal Identifiable Data: <ul style="list-style-type: none"> <li>• First name</li> <li>• Last name</li> </ul>

	<ul style="list-style-type: none"> <li>• Gender</li> <li>• Date of birth</li> <li>• Enrolment number</li> </ul>
System security:	Individual login and password.

### EPAO Systems

Purpose of system:	Book and hold end point assessments
Used by:	Operations and Delivery.
Data collected:	Personal Identifiable Data: <ul style="list-style-type: none"> <li>• First name</li> <li>• Last name</li> <li>• Gender</li> <li>• Date of birth</li> </ul> Enrolment number
System security:	Individual login and password.

### Learner Record Service

Purpose of system:	Learner functional skills.
Used by:	Operations and Sales
Data collected:	<ul style="list-style-type: none"> <li>• Name</li> <li>• Previous qualifications</li> <li>• Date of birth</li> <li>• Post code</li> </ul>
System security:	Individual login and password.

### BCS E-professional

Purpose of system:	Exams taken within BCS e professional.
Used by:	Delivery and operations.
Data collected:	Personally identifiable information.
System security:	Individual login and password.

### NAS

Purpose of the system:	Job posting/advertising apprenticeship opportunities.
Used by:	Sales
Data collected:	Company data.
System security:	Individual login and password.

### SAGE

Purpose of the system:	Sales invoices and staff wages.
Used by:	Finance.
Data collected:	Personal Identifiable Information: <ul style="list-style-type: none"><li>• Name</li><li>• Address</li><li>• NI number</li><li>• Pension details</li><li>• Tax code</li></ul>

System security:	Individual login and password with tiered permissions. Read only permissions given to those that require information for reporting but are not required to complete tasks within Sage.
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### City & Guilds

Purpose of the system:	Learner registrations and exams.
Used by:	Operations.
Data collected:	Personal Identifiable Information: <ul style="list-style-type: none"> <li>• Full name</li> <li>• Gender</li> <li>• Date of birth</li> <li>• Enrolment number (stored in the system).</li> <li>• Apprenticeship</li> <li>• Start date</li> </ul>
System security:	Individual login and password.

### Dynamic Learning

Purpose of the system:	Initial Assessments.
Used by:	Operations and Delivery.
Data collected:	Personal Identifiable Information: <ul style="list-style-type: none"> <li>• Full name</li> <li>• Email</li> <li>• Gender</li> </ul>

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System security:	Individual login and password.
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### CognAssist

Purpose of the system:	Used to identify additional learning needs apprentices may have or do not wish to disclose.
Used by:	Operations and Delivery.
Data collected:	Personal Identifiable Data. Special category data.
System security:	Individual login and password-tiered access.

### WordPress

Purpose of the system:	Website management and editing.
Used by:	Marketing.
Data collected:	Cookies collected- information regarding cookies stored within the internal Privacy Policy.
System security:	Individual login and password.

### Hootsuite

Purpose of the system:	Social media posting
Used by:	Marketing.
Data collected:	No data is stored.
System security:	Individual login and password.

### Survey Monkey

Purpose of the system:	Bulk email resource.
Used by:	Marketing
Data collected:	Personally identifiable data: Name and email address.
System security:	Login and password.

### NatWest Online Banking

Purpose of system:	Online transactions
Used by:	Directors Board and Finance
Data collected:	<ul style="list-style-type: none"><li>• Name</li><li>• Sort code</li><li>• Sort code</li><li>• Account code</li></ul>
System security:	Login, password, and security questions are in place.

### VLE Moodle

Purpose of the system:	Moodle is an online learner management system used to store and share learning resources.
Used by:	Delivery and Learners
Data collected:	<ul style="list-style-type: none"><li>• Name</li><li>• Email address</li></ul>
System security:	Login and passwords used. Tiered access, resources only available to those who need them.



## Adobe Connect

Purpose of the system:	To create a virtual learning environment.
Used by:	Delivery
Data collected:	Personal Identifiable Information: <ul style="list-style-type: none"><li>• Name</li><li>• Email address</li></ul>
System security:	Individual log-in and passwords.

## Stream

Purpose of the system:	Save learner training session recordings with permission.
Used by:	Delivery and Operations
Data collected:	Personal Identifiable Information: <ul style="list-style-type: none"><li>• Voice recordings of training sessions (permissions obtained).</li></ul>
System security:	0365 logins are used with two-factor authentication.

## Changes to this policy

Intequal review policies and subsequent documents will be published on our website annually. The policy issue and review date can be found in the footer of the document.

## History

Version	Author	Change	Date
2.1	Vini Pathmanathan	Annual review Contacts updated History table added	21 <sup>st</sup> November 2023
2.2	Vini Pathmanathan	DPO contact change from AH to JC	30 <sup>th</sup> November 2023