



General Data Protection Regulation

Introduction

The General Data Protection Regulation (GDPR) places obligations on those that control and process information relating to individuals.

Article 5 of the GDPR requires that personal data shall be:

"a) Processed lawfully, fairly and in a transparent manner in relation to individuals;

b) Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;

c) Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;

d) Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;

e) Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and

f) Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures."

Article 5(2) requires that:

"The controller shall be responsible for, and be able to demonstrate, compliance with the principles."

RHG Consult Ltd (RHG) is registered as a data controller with the Information Commissioner's Office, registration number Z1301543. RHG is required to gather personal data on learners and pass on to the appropriate Awarding Bodies for the following purposes:

- To identify a living individual ('personal data')
- To undertake administration in relation to the qualification for which the learner is registered including providing a certificate on successful completion of the learner's qualification or specified units
- To contact learners directly in relation to quality control, feedback and course evaluation
- To inform learners of products or services offered by the Awarding Bodies

- To disclose to the Awarding Bodies' regulators where so required and to disclose to relevant industry bodies where so required by law to:
 - Account for learners where there is a requirement to do so
 - Contact a learner directly if there is a requirement for such bodies and the information is not readily accessible by other means
- In relation to sensitive personal data, for the following purposes:
 - To administer requests for reasonable adjustments under RHG's Reasonable Adjustments Policy
 - To carry out statistical analysis (on an anonymised basis) which may be carried out by the Awarding Bodies or selected third parties
 - To monitor (on an anonymised basis) equal opportunities relating to ethnicity, disability gender, marital status or other such monitoring purposes

GDPR Notice

We, RHG Consult Ltd (RHG), are required to comply with the provisions of the GDPR in relation to how we handle any personal data we obtain from you. Any personal information we gather will only be used in the context of your learning programme(s) with RHG. We may also collect Sensitive Personal Data about you, but only with your explicit consent in advance. RHG is registered as a Data Controller with the Information Commissioner's Office, registration number Z1301543.

We may process all the information we obtain from you to enable us to fulfil our contractual obligations to you and we may request further information from third parties or disclose your details to other selected third parties, such as Awarding Bodies or their regulators or industry bodies. With your permission we may from time to time email or post to you details of products or courses we believe may be of interest to you. If you no longer require such information or you have provided us with any information that you no longer wish us to use, please call us on 0845 6039311 or email info@rhgconsult.co.uk.

In disclosing your personal details to us, you agree that we may process and in particular may disclose your Personal Data:

- As required by law to any third parties
- To selected third parties who may process personal data on our behalf
- To third parties such as Awarding Bodies who may use your personal data or sensitive personal data (as appropriate) to:

- Enable us to fulfil our contractual obligations to you – for example by providing you with an examination certificate
- Contact you directly about events, courses, programmes, or professional membership
- Carry out statistical analysis
- Pass to their regulator or industry bodies to (1) monitor equal opportunities relating to ethnicity or disability, or for other such monitoring purposes or to (2) account for learners where there is a requirement to do so, or to (3) meet their requirement to contact you directly and the information is not readily accessible from any other source
- If we pass your personal data to Awarding Bodies:
 - They may transfer your personal data outside the European Economic Area (EEA) and if they do they will make every reasonable effort to ensure that any transferred data receives the same protection as if it would within the EEA
 - They undertake that they will take every reasonable step possible to protect the confidentiality and security of all material it receives, to carry out its various responsibilities

You have the right to have us correct any inadequacies in the personal details we hold about you, and to object to any direct marketing we carry out using your personal details. You also have the right to ask for a copy of the information we hold in our records. Please contact us at RHG Consult Ltd, Harborough Innovation Centre, Market Harborough, LE16 7WB or email info@rhgconsult.co.uk to request a copy of the personal data we hold about you.

Signed:



Name: Lee Patterson

Position: Managing Director

Date: 13/10/2023

Date of next review: 12/10/2024