

Data Protection Privacy Statement for Learners

This privacy statement explains how Hi-Tech Training collects, stores, uses, and shares your personal data. It also explains your rights in relation to the personal data we hold.

We process this data to carry out our functions as a training provider and to comply with the law. This personal data is subject to data protection legislation and Hi-Tech Training is committed to complying with all legislative requirements. This statement outlines how we use the personal data that we collect and store.

As a learner/student who has earned or will earn a QQI and/or City and Guilds award some of your personal data will be processed by us. The data held by us is collected from a variety of sources, mainly from yourself as it is the data you give to us during registration. It may also come from other sources, e.g., an employer. Some data will be generated as a consequence of the lifecycle of your engagement with us, for example, programme participation dates, tutor details, assessment details, grades achieved etc.

We do not transfer your data outside of the EEA (European Economic Area).

1. What data do we collect about you?

If you have undertaken a course/programme with us that offers programmes leading to a QQI or City and Guilds award, you will have been asked for personal information including the following:

- PPSN (Hi-Tech Training uses your PPSN as a unique identifier. It allows all your achievements to be kept on record.)
- Name (Your name is recorded because it is printed on your certificate)

- Date of Birth (Your date of birth is used for statistical purposes). It can also help to trace your records on the certification system.
- Your Home Address. (We may use your address as another means of tracing a learner/student record.)

Learners Personal details maintained by QA Coordinator/Training Administrator only.
Learner names only available to Tutors.

This information is supplemented with the information generated during your programme participation.

Many course/programme participants and former award holders contact Hi-Tech Training directly for a number of reasons. The most common of these is to request a verification of the award(s) they have achieved over the years for employment or residency evaluation purposes. In order to provide such verifications Hi-Tech Training needs your personal details (PPSN, name, etc.) to accurately trace your records.

In addition to the normal standards of confidentiality, we carefully control access to sensitive data e.g. gender, so that it is only available to people who require it to perform their duties.

2. How do we use your personal data?

Hi-Tech Training holds your personal data in order to make awards based on your course/programme of study. Under Data Protection Legislation, we must have a lawful basis for using personal data. The lawful basis relates to our role as a training provider offering programmes leading to certified awards (e.g., QQI and/or City & Guilds).

Hi-Tech Training also uses this data for research and statistical analysis (e.g., resource planning, financial planning, quality control etc.)

3. Do we share your data with third parties?

We will release data about you to third parties (i.e., to QQI and/or City and Guilds) when we have a legitimate reason (e.g., for certification purposes). Attendance on our programmes and completion of any associated assessments implies consent to release your data to any relevant certification body.

If the processing of your personal data is based on your consent, you may withdraw consent

at any time by contacting the unit that obtained that consent, or the Data Protection Officer at admin@hitechtraining.ie

4. How do we store your Personal Data?

We will retain your personal data for no longer than is necessary for the purpose for which we collected it, and in accordance with any requirements that are imposed by law. For some processing activities we may keep the data for a long time e.g., awards records, while for other activities data will be deleted after a shorter period, for example:

- learner assessment scripts are confidentially disposed of once the certificates have been issued by QQI.
- learner scripts and assessment artefacts are confidentially disposed of once the City and Guilds external assessor has completed their assessment.

To ensure the security of your personal data we:

- limit access to your personal data to those with a legitimate need to know, and ensure that they are subject to confidentiality; and
- have procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data), including the notification of you and/or the Data Protection Commission's Office when we are legally required to do so.

5. What are your Data Protection Rights?

Under the Data Protection Legislation, you have the following rights:

- a) The right to be **informed** about our collection and use of your personal data.
- b) The right to **access** the personal data we hold about you.
- c) The right to have your personal data **corrected** if your personal data held by us is inaccurate or incomplete.
- d) The right to be **forgotten**, i.e. the right to ask us to delete, or dispose of, any of your personal data that we hold, subject to certain restrictions.
- e) The right to **restrict** (i.e. prevent) the processing of your personal data.
- f) The right to **object** to us using your personal data for a particular purpose or purposes.
- g) The right to **withdraw consent** at any time to us using your personal data.

- h) The right to ***data portability***. You may request a copy of your personal data to re-use with another service or business in many cases.

- i) Rights relating to **automated decision-making and profiling**. We do not use your personal data in this way.

If you would like to exercise any of these rights, please contact us (see contact information below).

6. Changes to this Privacy Statement

Hi-Tech Training reserves the right to modify this Privacy Statement at any time. This may be necessary if the law changes, or if we change our business in a way that affects personal data protection.

This Privacy Statement was last updated on 08/06/2022.

7. How to contact us?

If you have any questions about the data we hold on you, please contact us at:

4 North Great Georges Street,
Dublin 1,
Ireland
D01 A8N4
Phone 0872596970

Email: <mailto:admin@hitechtraining.ie>

8. Questions and Complaints

If you wish to report a complaint, or if you feel that Hi-Tech Training has not addressed your concerns in an appropriate manner, you may contact the Office of the Data Protection Commission

www.dataprotection.ie

Data Protection Commission,
21 Fitzwilliam Square South,
Dublin 2,
D02 RD28,
Ireland

Email: info@dataprotection.ie