



Privacy Policy

Introduction

This privacy policy explains in detail the personal data we collect from you when you access our services, how we store data, handle data, use of our website, and how we keep it safe when you interact with us.

We aim to keep you informed of your rights and how Pilot IMS use your data. By using our services, you agree to be bound by these Terms and Conditions.

The legal basis for collecting your data

The data protection law sets out several different reasons for which companies may collect and process your personal data.

To meet our contractual obligations

We are required by government agencies and commissioners funding the services we deliver, to collect your personal data. We work with agencies such as:

- Local Authorities – for whom we deliver grant-based programmes
- Education and Skills Funding Agency (ESFA) - for whom we deliver apprenticeships and accredited and non-accredited learning for unemployed and employed people
- West Midlands Combined Authority for whom we deliver accredited and non-accredited learning to get unemployed people into sustained employment
- NCS Trust – for whom we deliver grant-based programmes
- Department of Work and Pensions – we share data in order support our Skills and Welfare programmes to support unemployed people into sustained employment
- Partners – for whom we deliver Skills, Youth and Welfare services

To meet our legal obligations

In order to meet our legal obligations, we may, in certain circumstances, be required to pass on details if required by the law enforcement agencies for people involved in certain types of illegal or criminal activity. This will include disclosure under the requirements of Safeguarding and Prevent legislation.

Our legitimate interest

We have a legitimate interest in collecting your data to allow us to run our business effectively and to deliver a quality service for you e.g.

- We will use your personal data to stay in contact with you whilst you are participating in our programmes
- We will use your personal data to track your progress on our programmes
- We require your personal data to register you for government funding on to our programmes and with qualification awarding organisations
- We will use your data to check your previous qualifications prior to registering you on our programmes
- To safeguard all service users
- To provide and operate our services
- To provide you with information requested from us, relating to our services or activities
- To manage our participants and customers use of our services
- For any other purposes about which we notify young people, customers, users and participants.
- We will use your personal data to carry out reviews to ensure our services meet our contract requirements and deliver the impact set out at the beginning of a particular service
- For the performance of tasks carried out in the public interest or in exercise of the official vested in the authority under the National Citizen Service Act 2017
- For reasons of substantial public interest in respect of actions taken in respect of the authority vested in the authority under the National Citizen Service Act 2017

We will be required as part of our recruitment process to employ staff to collect personal data to ensure you have the appropriate skills and qualifications to fill a vacancy. We must also satisfy requirements to ensure you have a right to work in the UK and that you can work with people under Safeguarding regulations.

When will we collect your personal data?

We collect the majority of the personal data we require from you prior to you joining a programme with us. This will usually be via one of the following:

- Online partner Information Management Systems, Referral Form, Paper Enrolment Form, electronic Enrolment Form, Individual Learning Record (ILR), Individual Learning Plan (ILP), Interview Record, Provider Payment Systems, Website Forms

We may also capture further data during our programmes to ensure we deliver an effective service.

We will capture personal data for employees during our recruitment process and may capture further information during employment.

What sort of data do we collect?

We only collect as much data as we need to in order to effectively deliver our services, whilst meeting the requirements of the commissioner, partner or agency, we are providing to you.

The Personal Data we collect:

Name, Date of Birth, Address, Telephone/Mobile Number, Email Address, National Insurance number, Employment History, Learning Styles (Difficulties, Disabilities, Styles), Nationality, Gender, Next of Kin Details.

The Parental Data we collect (certain Youth Contracts):

Parents/guardian's name, parents/guardian's email, parents/guardian's mobile number.

Special Category Data we collect:

Ethnicity, religion, sexual orientation, special education needs, disability, health status

As part of the recruitment process, we may also capture bank account and qualification details.

How and why we use data

We would submit your personal data to commissioners or funding agencies to release funds required to provide services to you. The data will be transferred via secure encrypted online systems or via registered post.

In order to provide services to you we use your data to track and report on your progress on our programmes. We will also conduct surveys or collect end of course evaluations as part of our quality improvement process.

We will also share your personal data with third parties we engage with to provide services to you such as agencies providing employment support, funding for interview clothes or travel expenses.

We collect information from our employees in order to pay salaries and pensions. We also use your personal data to undertake pre-employment checks such as disclosure and barring where applicable.

How do we use data for marketing purposes?

We provide a range of services and sometimes, where we believe these may be of interest to you, will send you details of these services only if you have opted into receiving marketing emails, letters or phone calls.

How can you stop marketing communications?

There are many ways you can stop direct marketing communications from us:

- Reply to any email communications that we send you to advise you wish us to stop any further emails
- Contact our Data Protection Officer, Unit 5, Coombs Wood Court, Steel Park Road, Halesowen B62 8BF or email DPO@pilot-uk.com or enq@pilot-uk.com

How do we protect your data?

All our staff are trained in data protection principles, which is refreshed annually.

All paper-based data is kept in locked rooms/filing cabinets where only authorised people have access.

Electronic data is stored on encrypted systems where appropriate/required. These are password protected with restricted access.

Who do we share your data with?

We submit your data to commissioners of NCS Trust, Education and Skills Funding Agency, West Midlands Combined Authority, Department of Work and Pensions, partners such as South Staffordshire and Burton College and awarding organisations such as Highfield and City and Guilds.

We share employee information with our payroll and pension providers. We also share employee data with our HR Support provider.

Where will your data be processed?

Data will be processed within the United Kingdom.

Your Rights

The right to Information Access

You have the right to access the information Pilot IMS holds about you. Should you wish to contact us about this, then please contact us at email DPO@pilot-uk.com

The right to Data Portability

You have the right to move, copy or transfer the Personal Data we hold from one IT environment to another in a safe and secure manner. Please be aware, this only relates to electronic information and not paper files.

The right to Rectification

You have the right to correct any personal information that we hold that may be incorrect. To ensure that the information we hold about you is always as accurate as possible, please get in touch.

The right to Object to Processing

This right allows to you to stop Pilot IMS using your Personal Data at any time for purposes such as direct marketing. Please note, there are exceptions to this right. For further information, please contact us at email DPO@pilot-uk.com

The right to Erasure (Right To Be Forgotten)

You can use this right in certain circumstances, to ask us to erase any personal data that Pilot IMS holds about you.

You can exercise this right if: we no longer need your data for the reasons we captured it (we will make you aware of the issues that may arise from using this right).

- you have withdrawn your consent for Pilot IMS to use your Personal Data
- you have objected to your Personal Data being used for any kind of direct marketing

You can make a request to erase your data verbally or in writing.

The right to Restriction of Processing

You have the right to restrict the processing of your Personal Data. This means you can limit the way we at Pilot IMS process your information in certain circumstances.

To ask for your information, please contact: Data Protection Officer, Unit 5, Coombs Wood Court, Steel Park Road, Halesowen B62 8BF or email DPO@pilot-uk.com

How long is your information kept by Pilot IMS?

We regularly review how long we keep your Personal Data; however, we do have certain legal obligations to retain some types of information for specific periods of time. We only hold on to Personal Data for as long as is necessary in order to process it for the relevant activity, or for as long as is set out in any relevant contract or agreement you hold with us.

Who can you question about this notice or how we use your data?

You can contact our Data Protection Officer -

Unit 5, Coombs Wood Court, Steel Park Road, Halesowen B62 8BF or email DPO@pilot-uk.com