



**Edward Scrase-Hollamby**  
**ESH Consultancy & Training Ltd**  
**Linden House**  
**Scothern Lane,**  
**Stainton-by-Langworth**  
**Lincolnshire, LN3 5BL**

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## Privacy Policy

ESH Consultancy & Training Ltd is committed to protecting your personal data. This policy explains how and why we use your personal data to make sure you remain informed and in control of your information.

ESH Consultancy & Training Ltd will ask its learners or potential learners to “opt-in” to receive information about our products and courses. This means you’ll have the choice as to whether you want to receive these messages.

You can choose not to receive information or change how we contact you at any time. If you would like to, please let us know by:

Emailing: [admin@eshconsultancy.co.uk](mailto:admin@eshconsultancy.co.uk)

Writing to us at our company address:

ESH Consultancy & Training Ltd  
Linden House  
Scothern Lane  
Stainton by Langworth  
Lincoln, LN3 5BL

Telephone: 07747746469

We will **never** sell your personal data. We may share personal data with other organisations who we work with to provide the service to you, namely the Lincolnshire County Council. However, these activities will be carried out under contracts which have strict requirements to keep your information confidential and secure.

### Questions

Any questions you have about this policy or how we use your personal data should be sent to: [admin@eshconsultancy.co.uk](mailto:admin@eshconsultancy.co.uk) or addressed to: Edward Scrase-Hollamby at the postal address given above.

### About Us

Your personal data (i.e. any information which identifies you, or which can be identified as relating to you) will be collected and used by ESH Consultancy & Training Ltd which is a private limited company with Company No: 7331796 and ICO registration number Z3262867.

For the purposes of data protection law, ESH Consultancy & Training Ltd will be the Data Controller.

## **What information do we collect?**

### **Personal data you give to us**

We collect data you give to us. For example:

- Personal details (name, date of birth, email, address, telephone, education details etc.) when you complete an enrolment form and/or book on one of our courses.
- Data known as sensitive personal data (ethnicity, additional learning needs)

### **Information created by your involvement with ESH Consultancy & Training Ltd**

Your activities and involvement with ESH Consultancy & Training Ltd create additional personal data, for example, information about your education progress and qualifications.

We may analyse your personal data to build a profile which helps us decide which of our communications you might be interested in.

### **Information from other organisations**

We sometimes receive personal data from other organisations, for example, where they have passed us information about people who are interested in our support and training courses.

### **Social Media**

We work sometimes promote our courses using social media. We will never use images or information you provide (such as comments on feedback forms) without your expressed consent.

### **Sensitive personal data**

We may collect or store data known as sensitive personal data such as information relating to additional learning needs or ethnicity. We will do this where we have been asked to do so by official Government agencies or where the information is needed for the assessment of additional educational support needs.

If we do this, we'll take extra care to ensure your personal data is protected in accordance with the GDPR guidelines.

### **Accidents or incidents**

If an accident or incident occurs during one of our training sessions or involving one of our employees then we'll keep a record of this (which may include personal data and sensitive personal data). It is likely that the venue and any partnering organisations with whom we are working will also retain a copy of the record.

## **How do we use personal information?**

We only ever use your personal data with your consent, or where it is necessary:

- To enter into, or perform, a contract with you
- To comply with a legal duty
- To protect your vital interests; this means, for example, keeping you safe from harm

- For our own (or a third party's) lawful interests, provided your rights are not affected

We promise that will only use your information for the purpose or purposes it was collected for.

## **Administration**

We use personal data for administrative purposes. This includes:

- Maintaining databases of our learners and their educational progress
- Performing our obligations under support or training contracts
- Helping us respect your choices and preferences (e.g. if you ask not to receive marketing material, we'll keep a record of this).

## **Marketing**

We use personal data to communicate with you and to promote ESH Consultancy & Training Ltd. This includes keeping you up to date with our news and offerings.

## **Research and Analysis**

We may carry out research and analysis on the data we hold to understand behaviour and responses and identify patterns and trends.

We evaluate, categorise and profile personal data to tailor services and communications we send out (including targeted advertising) and to prevent unwanted material from being sent to you.

## **Anonymised data**

We may combine sets of personal data and change the personal data so that it can no longer be linked to any particular person. This information may then be used to monitor ESH Consultancy & Training Ltd's business performance or to identify trends or patterns within our existing learner database.

## **Disclosing and sharing data**

We will **never** sell your personal data. If you have opted-in to marketing, we may contact you with information about further opportunities in education.

We may share personal data with other organisations who provide us with services. For example, we may employ a tutor to deliver one of our courses and will provide them with your details so as they know who is attending the course. However, these activities will be carried out under contracts which have strict requirements to keep your information confidential and secure.

## **Marketing**

ESH Consultancy & Training Ltd will ask its learners and contacts to "opt-in" for marketing communications. This means you'll have the choice as to whether you want to receive these messages.

## **How do we protect personal data?**

We use a variety of physical and technical methods to keep your data safe and to prevent unauthorised access or sharing of your personal information.

Electronic data and databases are stored on secure computer systems and we control who has access to information using both physical and electronic means.

Our employees receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

## **Storage of personal data**

### **Where ESH Consultancy & Training Ltd information is stored**

ESH Consultancy & Training Ltd 's operations are based in the UK and we store our data onsite at our office in Lincolnshire. As we work in close partnership with other organisations such as the Lincolnshire County Council, the EYA and EDAN it may be necessary to share information but only where the service ensures an adequate level of protection and where appropriate safeguards have been provided.

### **How long does ESH Consultancy & Training Ltd Keep information for?**

We will only use and store information for as long as it is needed for the purposes it was collected for. How long we keep information depends on the information and what it's used for. For example, if you ask us not to send you marketing emails, we will stop storing your emails for marketing purposes (though we'll keep a record of your preference not to be emailed).

We continually review what information we hold and delete what is no longer required. We never store payment card information.

### **How do we ensure that you remain in control of your data?**

We want to ensure you remain in control of your personal data and that you understand your legal rights which include:

- The right to ask and be told whether or not we have your personal data and, if we do to obtain a copy of the personal data we hold (this is known as a subject access request)
- The right to have your data deleted (though this will not apply where it is necessary for us to continue to use the data to administer your training course or apprenticeship.
- The right to have incorrect data amended
- The right to object to your data being used for marketing purposes or profiling

Please note that there are some exceptions to the rights above and, although we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you would like further information on your rights please write to or email our Edward Hollamby at the addresses given in section 1.

We can provide you with a subject access form template which includes guidance on how to make your request and will help us respond more quickly. Please contact us for a copy of this.

## Complaints

You can complain to ESH Consultancy & Training Ltd directly by contacting Edward Hollamby using the contact details set out above. If you would like to make a complaint which does not directly relate to your data protection and privacy rights please see ESH Consultancy & Training Ltd 's complaints policy which is available on request.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at [www.ico.org.uk](http://www.ico.org.uk).

## Cookies and links to other sites

### Cookies

For information relating to cookies and to set your preferences, please refer to our website.

### Links to other websites

Our website may contain hyperlinks to other websites. We are not responsible for the content or functionality of any of those external websites (but please let us know if a link is not working by using the 'Contact us' link at the top of the web page).

If an external website requests personal information from you, the information you provide will not be covered by the ESH Consultancy & Training Ltd 's privacy policy. We suggest you read the privacy policy of any website before providing any personal information.

When purchasing goods or services from any of the businesses that our site links to, you will be entering into a contract with them (agreeing to their terms and conditions) and not with ESH Consultancy & Training Ltd .

## Changes to this privacy policy

We'll amend this Privacy Policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data.

### Signed by:



**Name:** Mr Edward Hollamby

**Date:** 01/04/2020 **Review Date:** 01/08/2020