

Privacy notice – Upskill Shropshire – Apprenticeship Levy

Who we are?

Shropshire Council is the local government authority for Shropshire. Our address is: Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND. You can contact our Data Protection Officer on: 01743 252774 or by email at: information.request@shropshire.gov.uk

How do we collect information from you?

We collect information from you when you visit the Shropshire Council website also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

Details of information obtained from third parties?

Upskill Shropshire receive information about you from:

- Your Apprenticeship Training Provider
- National Apprenticeship Service
- Education and Skills Funding Agency (ESFA)

Upskill Shropshire may receive information about you from:

- Your End Point Assessment Organisation

How is your information used?

When you apply for an apprenticeship via Shropshire Council, we ask for some personal information about you to check eligibility, for monitoring and statistical purposes.

If you are eligible for an apprenticeship and Upskill Shropshire have an available Apprenticeship Training Provider, we will share the apprentice and line manager contact details so that you are able to enrol on your course.

We use your data for all or some of the following purposes:

- to assess your eligibility for an apprenticeship training provider programme,
- communication with you throughout the apprenticeship levy process,
- process payments or charges for your apprenticeship training and other related costs,
- to carry out our obligations arising from any contracts entered into by you and us (i.e. Apprenticeship Agreement, Commitment Statement);
- notify you of changes to our services or your apprenticeship,
- send you communications which you have requested and that may be of interest
- ensure effective general and business administration required for the Apprenticeship Service,
- maintain and promote equality within the workplace,
- maintain accurate and up to date records for the Apprenticeship Levy,

Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

Upskill Shropshire Team, Finance and Organisational Development.

We may share your information with the following third parties for the reasons detailed;
Provide details of any third parties that you share data with

- National Apprenticeship Service
- Education and Skills Funding Agency
- Department for Education
- Apprenticeship Training Providers (only those that are relevant to your apprenticeship)
- Internal Senior Managers and Directors
- Payroll

We share data with these third parties to ensure that you are enrolled on the correct apprenticeship course, we can pay for your training via the apprenticeship levy, to check your eligibility to enrol on your apprenticeship course, to meet the requirements of the Governing Bodies for the Apprenticeship Levy and that your salary is correct.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

Access – you can request copies of any of your personal information that is held by the Council.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability – you can ask us to transfer your personal data to different services or to you in some circumstances.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to prevent automatic decisions – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our corporate retention schedule. We will comply with Data Protection legislation in regards to how long we keep your data.

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information

you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Details of any automated decision processes

N/A

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies & IP addresses

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://shropshire.gov.uk/website-information/use-of-cookies/>

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance
Shropshire Council,
Shirehall,
Abbey Foregate,
Shrewsbury,
SY2 6ND

By phone: 01743 252774

By email: information.request@shropshire.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

By Post: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

By phone: 0303 123 1113 {local rate} or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk