


Privacy Policy v2.0

Version	Date	Policy Author(s)	Review Date
Version 1.0	November 22	Kirsty Lewis & Victor Stephenson-Henshaw	November 23
Version 1.1	June 23	Kirsty Lewis & Victor Stephenson-Henshaw	November 23
Version 1.2	August 23	Victor Stephenson-Henshaw	November 23
Version 2.0	February 24	Victor Stephenson-Henshaw	February 25

Version	Page No.	Paragraph / Bullet	Changes
Version 1.1	1		Change of Managing Director.
Version 1.2	3		Third party processors added - SoPro

Signed: 

Printed Name: Debbie Gardiner MBE

Job Title: Managing Director

Date: 2nd February 2024

Simply One Stop Ltd operate and trade under the name Learn Plus Us

Learn Plus Us is an Apprenticeship and Skills Training Provider, approved by the Education and Skills Funding Agency to deliver apprenticeships, Advanced Learner Loans and other work-based learning across England and is an accredited training provider offering commercial training internationally. Learn Plus Us provides work-finding services to its clients and work-seekers, accredited and non-accredited training delivery and keeps clients up to date with courses and industry/sector news. Learn Plus Us must process personal data (including sensitive personal data) so that it can provide these services – in doing so, Learn Plus Us acts as both a data controller and a data processor.

You may provide your personal details to Learn Plus Us directly, for example by completing an application or registration form or by making an enquiry via our website. We may also collect your personal information from other sources such as employers, support agencies, referrers, or partner organisations.

Purpose of processing and legal basis

Learn Plus Us process personal data for the purposes of delivering our services which may include providing you with work-finding services, accredited and non-accredited training delivery or keeping you up to date with courses and industry/sector news.

We may also use your information during the course of internal and external audits where we may be required to demonstrate our compliance with contractual requirements, industry standards and to demonstrate that we are providing you with a good service.

Our legal basis for processing your information:

Personal Data

- Where we have a legitimate interest
- To comply with a legal obligation that we have
- To fulfil a contractual obligation that we have with you

Sensitive Personal Data (sometimes called Special Category Data)

- Your consent

You do not have to give your consent and may withdraw this consent at any time however, you should be aware that, if you do not wish to provide consent to collect or store your Sensitive Personal Data, this may limit the services we can offer you and therefore reduce their effectiveness.

Categories of data

Learn Plus Us may collect the following Personal and Sensitive Personal Data:

- personal details e.g name, address, date of birth, contact details
- family details e.g emergency contact
- lifestyle and social circumstances
- financial details e.g bank details
- education, training and employment history
- unspent criminal conviction information
- support needs e.g. physical or mental health information which may need taking account of to make reasonable adjustments
- racial or ethnic origin
- religious or other beliefs
- trade union membership

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Recipients of data

Learn Plus Us may share your Personal Data and/or Sensitive Personal Data with third parties, however where required, we will obtain your consent before sharing this information.

The organisations and people we regularly share information with are:

- business associates and other professional advisers e.g. tutors & assessors
- educators and awarding bodies
- current, past or prospective employers
- family, associates and representatives of the person whose personal data we are processing
- employment and recruitment agencies
- student loan company, ESFA, GLA and other funding bodies
- suppliers and service providers
- central government (Department for Education)
- the organisation that referred you to our programme
- debt collection and tracing agencies

There may be times when we are legally required to share information with statutory agencies such as the Police, Local Authorities, Courts or HMRC this may be in relation to safeguarding risks, criminal or civil proceedings or fraud. Information can be shared without your knowledge in these circumstances.

Third Party Processors

Our carefully selected partners and service providers may process personal information about you on our behalf as described below.

Digital Marketing Service Providers

We periodically appoint digital marketing agents to conduct marketing activity on our behalf, such activity may result in the compliant processing of personal information. Our appointed data processors include:

(i) Prospect Global Ltd (trading as Sopro) Reg. UK Co. 09648733. You can contact Sopro and view their privacy policy here: <http://sopro.io>. Sopro are registered with the ICO Reg: ZA346877 their Data Protection Officer can be emailed at: dpo@sopro.io.

Data retention

Learn Plus Us will retain your personal data only for as long as is necessary for the purpose we collect it. Different laws and contractual requirement may also require us to keep different data for different periods of time.

Your rights

Please be aware that you have the following data protection rights:

- The right to be informed about the personal data Learn Plus Us processes on you
- The right of access to the personal data Learn Plus Us processes on you
- The right to rectification of your personal data
- The right to erasure of your personal data in certain circumstances
- The right to restrict processing of your personal data
- The right to data portability in certain circumstances

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- The right to object to the processing of your personal data that was based on a public or legitimate interest
- The right not to be subjected to automated decision making and profiling
- The right to withdraw consent at any time
- The right to make a complaint to the Information Commissioner's Office on 0303 123 1113 or at <https://ico.org.uk/concerns/>, if you think we are doing something wrong.

If you wish to exercise any of these rights or you have any queries relating to this Policy, please contact the Data Protection Officer at infosec@learnplusus.co.uk

There may be circumstances where Learn Plus Us will be unable to fulfil a request for example if we were to receive a request for erasure but were legally or contractually obliged to retain that data for a specific period of time. In these circumstances, this would be explained to you, and we would only retain the data required by those legal or contractual obligations. All other data would be erased.

Website Access and Usage

Our website uses cookies - a cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

Our website allows you to set your cookie preferences:

Silver - Highest level of privacy. Data accessed for necessary basic operations only. Data shared with 3rd parties to ensure the site is secure and works on your device.

Gold - Balanced experience. Data accessed for content personalisation and site optimisation. Data shared with 3rd parties may be used to track you and store your preferences for this site.

Platinum - Highest level of personalisation. Data accessed to make ads and media more relevant. Data shared with 3rd parties may be used to track you on this site and other sites you visit.

Your preferences and the cookies are then stored for one month however web browsers allow you to delete cookies.