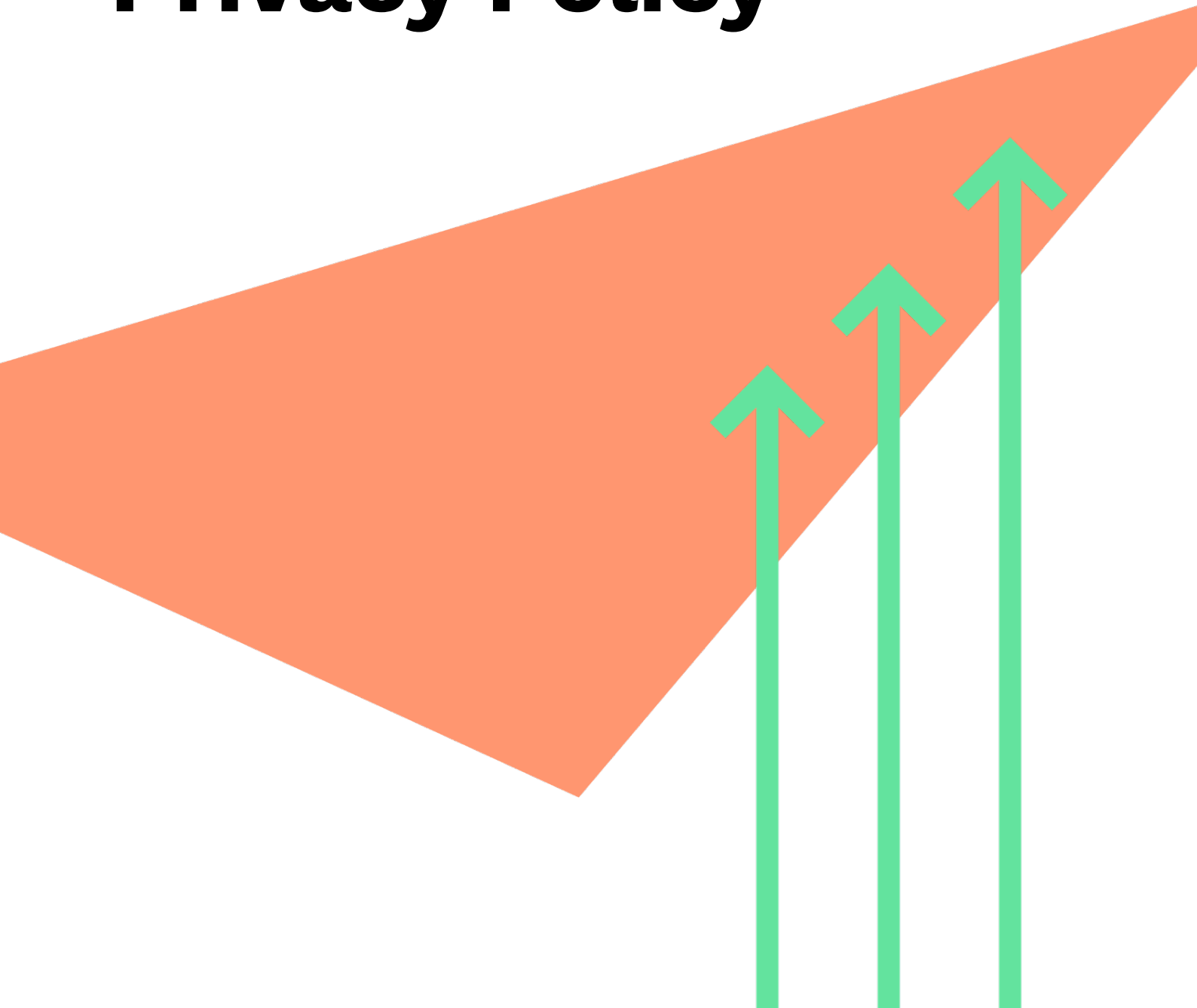


- Leadership
- Skills
- Foundation

# Privacy Policy



# Privacy policy

Updated 01/08/2023

## The scope of this policy

The nature of our business requires us to collect some personal details from our customers and website users. This policy sets out how the British Sports Trust, trading as the Leadership Skills Foundation, meets its' obligations with all relevant data protection laws.

## What information do we collect about you?

The level of personal information we collect is dependent on your level of engagement with the Leadership Skills Foundation. We collect information about you when you register with us or place an order for our products or services. We also collect information when you provide feedback or participate in competitions or activities run by us. This may include personal information such as your name, date of birth, contact details (such as your phone number, email address and addresses), course information, billing information and any other personal information relating to you that you supply.

Our websites and emailing software will also collect information such as your IP address, browser information and the pages you visit. This action is performed via a cookie (a small text file stored on your computer containing some modest data about you and your preferences which allows our website to tailor and improve your browsing experience). This information enables us to work out which pages of our websites have been accessed the most so we can improve our content and layout. More information on cookies can be found in our Cookie Policy.

The following table details the personal information we collect when you register a course with us:

Role	Full name	Date of birth	Email address	Telephone number	Business address	Sex
Individual learner/delegate	Y	Y	Optional	Optional	X	Y
Centre manager	Y	Y	Y	Y	Y	Y
Tutor	Y	Y	Y	Y	Y	Y
Internal verifier	Y	Y	Y	Y	Y	Y
Finance contact	Y	Optional	Y	Y	Y	Optional
Head of centre	Y	Optional	Y	Y	Y	Optional

When you register for Tutor Training with us we also collect additional information such as your dietary requirements and disability information. This information is used solely for improving your experience on Tutor Training and is not retained beyond the course itself.

## How will we use information about you?

Personal information submitted to us will be used in several ways including; entering into a contract with us; compliance with our regulators and legal obligations; a variety of business purposes which are in our legitimate interest. For example:

- to process your order, manage your relationship with us and positively identify you against other people with the same name;
- to report selected data to our regulators and agencies charged with holding and maintaining individual qualification records;
- to improve your browsing experience by personalising our websites;
- to send you goods and services purchased through our websites;
- to send you mandatory technical updates;
- for statistical and analytical purposes to improve the effectiveness of our email campaigns and to improve the content, focus and layout of our websites;
- to investigate malpractice and non-compliance;
- for marketing purposes (we will not send you marketing emails if you have opted out.)

## Looking after your information

The Leadership Skills Foundation follows best practice procedures in the storage and disclosure of information in accordance with the relevant data protection laws. Our security procedures mean that we may request proof of identity before we are able to disclose information to you. We protect your personal information through a variety of secure systems – for example, through encryption and firewalls – and any adopted third-party service or system used for processing or storing your personal information is implemented only after assurance has been received that they are compliant with the relevant data protection laws including using industry standard security protocols.

We will only retain your information for as long as it is necessary to provide you with the products and services you expect from us, unless the law permits or requires longer. For example, we may need to keep your details to comply with potential future non-compliance or malpractice investigations. We may also hold onto information such as course details for us to validate the details of your awards and qualifications with your future educators/employers/other and to provide you with copies of that information or certificates where applicable. In this particular scenario you may exercise your 'right to be forgotten' if you wish but in doing so there will be no record of your award or qualification.

## Sharing your information with third parties

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal information in order to comply with any legal obligation. We may also disclose your personal information to product and training delivery partners, our regulators and agencies charged with holding individual qualification records and responsible for statistical analysis. Disclosure of your personal information beyond the scope of the above to any other third party, entity or service provider will only be made with your consent.

## Your rights

We want to make sure that your personal information is accurate and up-to-date. You can ask us to correct or remove information you think is inaccurate. In the first instance please discuss this with your usual contact, but if this is not possible you can use the contact details at the bottom of this section.

Your personal information should be limited to what has been described in this Privacy Policy and has been provided to us either by yourself or those that you have authorised to provide this information to us. You have the right to confirm this and request a copy of the information that we hold about you.

You may also exercise your 'right to be forgotten' if our retention is no longer necessary for the purposes for which it was collected. If you would like to contact us in this regard please email [dataprotection@leadershipskillsfoundation.org](mailto:dataprotection@leadershipskillsfoundation.org) or write to us at Leadership Skills Foundation, Bradwell Road, Loughton Lodge, Milton Keynes, MK8 9LA. We will endeavour to deal with requests in a timely manner.

## Marketing

You may wish to hear from us about other products or services of ours which we believe may be of interest to you. We will not send you marketing emails if you have previously opted out, and any marketing emails that we do send will include a link to unsubscribe from future marketing emails.

We must send you regulatory and compliance communications from time to time in order for you to manage and deliver the courses for which you have registered. These are mandatory communications, not subject to an opt in/out, but will not contain any marketing content.

## Other websites

Our website contains links to other websites. This privacy policy only applies to Leadership Skills Foundation websites, so when you follow a link to other websites we recommend you read their own privacy policies. The Leadership Skills Foundation is not responsible for any decisions you may make about sharing your personal information with other organisations once you leave our websites.

## Updates to our privacy policy

We keep our privacy policy under regular review, and will place any updates on our website. The date of the latest version will also be included at the top of this policy.

## Contact us

Please email [dataprotection@leadershipskillsfoundation.org](mailto:dataprotection@leadershipskillsfoundation.org) or write to us at Leadership Skills Foundation, Bradwell Road, Loughton Lodge, Milton Keynes, MK8 9LA with any data protection query or concern.

