

S&B Automotive Academy is committed to protecting your privacy and promise to collect, process and share your data safely and securely when you submit data to us. Our Privacy Policy tells you how we do this and what your rights are. Any personal data processed in line with our Privacy Policy is controlled by us, as the data controller.

## Our Privacy Promise

**Transparency** – We will always tell you what data we're collecting about you and how we use it. We only share your data with trusted partners and will never sell your data.

**Secure** – We are committed to always follow industry best practices to ensure your data is stored safely and securely. We protect the confidentiality, accuracy and availability of the information we collect about you.

**Control** – We will always give you control over the communication and notification you receive from us. You can choose the types of information you receive and whether you want to stop receiving communications.

## Our Privacy Policy

### For Apprenticeships

Learner data for Apprenticeships and Traineeships is collected by S&B Automotive Academy in accordance with the terms and conditions of funding contracts imposed by the Department for Education (DFE),

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

### Information we collect about you

- Personal and contact information when you complete an online application form including your name, address, email address, national insurance number, telephone number(s), title, date of birth, gender, ethnicity, learning support information including assessments, learning difficulty and/or disabilities, next of kin contact details, work experience and employment details, allergies and smoking preferences, residency information including rights and permits to work in the United Kingdom and previous education information such as exam results, name of school and course preferences along with security question answers, for example town of birth and mother's maiden name.
- Details (and copies) of your communications and interactions with us including by email, telephone, post, SMS/Text and via Moodle including e-logbook.
- A form of identification such as national insurance, birth certificate or driving licence. Copies of identification documents will only be taken in the circumstance of a change of name or to verify your right to work in the United Kingdom, for example where a work permit is required.
- Details and copies of letters from social services and local authority to process eligibility of support payments for care leavers and discretionary bursary.
- Your financial information including your bank account details (which are sent to BACS) to process any learner travel claims, discretionary bursary and support payments for Care Leavers Bursary.
- Technical information about your device or browser when you use our application site, Moodle including e-logbook or website, including geolocation data to determine what country you are accessing our online platforms, your internet protocol (IP) address, device ID, browser type and version and time zone setting, which may in some circumstances be personal data.
- We may also receive personal data directly from you or from various third parties and government sources, including the Personal Learning Record Service, National Apprenticeship Service and social media channels (if you interact with us through those channels) and other third parties such as Jobcentre Plus or Learning Partnership West.

- We may also collect information about you from the Personal Learning Record's service. Information held in the Personal Learning record is controlled by the Department for Education. Further details of how this personal data is processed and controlled are published for the Learning Records Service <https://www.gov.uk/government/publications/learning-records-service-the-plr-for-learners-and-parents>

#### **For short courses (IMI Accreditation, MOT, IRTEC and CPD training)**

Applicant data for short courses is collected by S&B Automotive Academy in accordance with the terms and conditions of training contract imposed by the Institute of the Motor Industry (for IMI accreditation, MOT and IRTEC), <http://www.imiawards.org.uk/>

#### **Information we collect about you**

- Personal and contact information when you complete an online or paper application form including your name, address, email address, date of birth, learning difficulties and disabilities, employment details, prior learning and technical skill information.
- We may take your photograph for your Accreditation Licence (dependant on your short course and if it is achieved).
- Details (and copies) of your communications and interactions with us including by email, telephone and post.
- Copy of your driving licence.
- Your financial information including your bank account details (which are sent to BACS) to process payments for your training course (where not paid for by your employer) or to process a refund.
- Technical information about your device or browser when you use our website, including geolocation data to determine what country you are accessing our online platforms, your internet protocol (IP) address, device ID, browser type and version and time zone setting, which may in some circumstances be personal data.
- We may also receive personal data directly from you or from various third parties and government sources, including from Institute for the Motor Industry and Society of Operation Engineers.

## How and why we use your personal data

In the table below, we set out all of the ways we use your personal data, and why. We have also identified what our legitimate interests are where appropriate.

It is sometimes necessary for us to process your personal data in order to enter into a contract with you, or to satisfy a contractual requirement, or to comply with a statutory requirement. In those circumstances, if you do not provide the personal data we require, we will be unable to provide training to you

Reason for Data	How we use your personal data	Why we use your personal data	Retention Period
Individualised Learning Record (ILR)	For apprenticeships, we use your personal details to create an ILR in order to generate funding for your course. Some identifiable details such as your Unique Learner Number, date of birth, current and pre enrolment home postcode and course information is uploaded monthly to the DFE via their secure website. For learners located within the West of England, your data is shared with the Bristol City Council in relation to the Education and Skills act 2008.	Necessary for compliance with a legal and contractual obligation alongside the Education and Skills act 2008 (ESA2008) in relation to sections 10, 12 and 68 of that act.	Minimum period of 6 years but for ESF Matched records until 2022 for 2007-2013 programmes and 2030 for 2014-2020 programmes (please see Retention Policy for more detailed guidance)
Registration - apprenticeships	We use your personal and contact information to register you for the course, set up your e-logbook/portfolio account and components of the course, you have applied for and enrolled on	Necessary for delivery of your training in line with contract with you, your employer and the contract enforcer.	Duration of programme
Registration - short courses	We use your personal and contact information to register you for the course on an external platform hosted by the Awarding Organisation.	Necessary for delivery of your training in line with contract with you, your employer and the contract enforcer	Duration of training
Eligibility	For apprenticeships, we use your personal details to identify eligibility for funding and right to work in the United Kingdom.	Necessary for compliance with a legal and contractual obligation	Minimum period of 6 years but for ESF Matched records until 2022 for 2007-2013 programmes and 2030 for 2014-2020 programmes (please see Retention Policy for more detailed guidance)
	For short courses, we use your personal details to identify eligibility for training.		Minimum period of 3 years
Verification	We may require to view original documents relating to your identity, residency and right to	Necessary for compliance with a legal and contractual obligation	Minimum period of 6 years but for ESF Matched records until 2022 for 2007-2013

	work in the United Kingdom. We may take copies of your driving licence for the purpose of processing an application to a short course, where this takes place it will be detailed in the documentation supplied to you		programmes and 2030 for 2014-2020 programmes (please see Retention Policy for more detailed guidance)
Learner and Learning Support	We use your personal details to assess and put in place a learner and learning support plan.	Necessary for delivery of your training in line with contract with you, your employer and the contract enforcer.	Minimum period of 6 years but for ESF Matched records until 2022 for 2007-2013 programmes and 2030 for 2014-2020 programmes (please see Retention Policy for more detailed guidance)
Photographs	For apprenticeships, we take your photograph to generate your Academy Learner Entry Card	Necessary for security, learner and staff welfare	Not retained.
	For some short courses, we take your photograph to generate your Accreditation licence	Necessary for compliance with a legal and contractual obligation	Not retained.
Delivery of Training	For apprenticeships, we use your personal details to create an Individual Learning Plan. We also use your personal details to contact you regarding: training block dates, travel and accommodation details, learning progress, progress reviews and exam and assessment results.	Necessary for delivery of your training in line with contract with you, your employer and the contract enforcer.	Minimum period of 6 years but for ESF Matched records until 2022 for 2007-2013 programmes and 2030 for 2014-2020 programmes (please see Retention Policy for more detailed guidance)
	For short courses, we use your personal details to record the correct, applied for, training course. We also use your personal details to confirm course dates and training and assessment outcomes.	Necessary for delivery of your training in line with contract with you, your employer and the contract enforcer.	Minimum period of 3 years
Travel and Accommodation	For apprenticeships, we may use limited personal information (name, age, gender, allergies and food preference information) to assign appropriate accommodation. We may also use your banking information to pay learner travel claims where eligible.	Necessary for our legitimate interests (to respond to you and to deal with any request you may have).	3 months. For banking and invoice information, 6 years.
Payments and Funding	For apprenticeships, we use your personal data to generate funding for your course. We also use your banking information to	Necessary for compliance with a legal and contractual obligation	Minimum period of 6 years but for ESF Matched records until 2022 for 2007-2013 programmes and 2030

	process support for Care Leaver Bursary payment and discretionary payments to you.		for 2014-2020 programmes (please see Retention Policy for more detailed guidance)
	For short courses, we use your name as reference to raise Invoices.		Minimum period of 6 years
Learner Welfare and Safeguarding	For apprenticeship, we may use your personal information, recorded discussions and information relating to any learner welfare or safeguarding concerns.	Necessary for staff and learner safety	Duration of programme.
Fraud prevention and cheating	We may use your personal and contact information, financial information, information about any transaction between you and us, information about your use of online platforms, or technical information, in order to undertake analysis for the purposes of identifying and dealing with any fraud, cheating or fraudulent activity	Necessary to comply with a legal obligation.	Duration of training/programme.
		Necessary for our legitimate interests (to ensure that transactions and interactions with us are not fraudulent).	
Queries	We may use your personal and contact information, financial information, information about any transaction between you and us, information about your use of the app or website, or technical information for the purpose of dealing with any request, complaint or query from you	Necessary to comply with a legal obligation.	Duration of training/programme.
		Necessary for our legitimate interests (to respond to you and to deal with any request you may have).	

### How we use your personal data for marketing

We send you marketing communications through a number of different channels. You will receive direct marketing by email, post or phone if you have completed an online application form, completed a contact form on our website and have either consented to receive such marketing during registration, and/or have not asked us to stop sending direct marketing by email to you.

### How to opt out of receiving communications and notifications

You can opt out from receiving communications and notifications from us at any time. There are several ways you can do this:

- Email [contactus@sandbaa.com](mailto:contactus@sandbaa.com) and state 'STOP CONTACT'
- Write to us
- Contact us via phone, tel 0117 953 3001
- For apprentices, you can also:
  - contact/speak to your assessor or lecturer (contact details can be found on your Training Plan)
  - update your contact details and consent by logging into your account and selecting Privacy and Policies > Data Request.

Please note that our systems may take up to 72 hours to update after changing your marketing consent.

## How we share your data with third parties

### For Apprenticeships

#### ILR Privacy Notice – DfE

This privacy notice is issued on behalf of the Secretary of State for the Department of Education (DfE) to inform learners about the Individualised Learner Record (ILR) and how their personal information is used in the ILR. Your personal information is used by the DfE to exercise our functions under article 6(1)(e) of the UK GDPR and to meet our statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009. Our lawful basis for using your special category personal data is covered under Substantial Public Interest based in law (Article 9(2)(g)) of UK GDPR legislation. This processing is under Section 54 of the Further and Higher Education Act (1992).

The ILR collects data about learners and learning undertaken. Publicly funded colleges, training organisations, local authorities, and employers (FE providers) must collect and return the data each year under the terms of a funding agreement, contract or grant agreement. It helps ensure that public money is being spent in line with government targets. It is also used for education, training, employment, and well-being purposes, including research.

We retain your ILR learner data for 20 years for operational purposes (e.g. to fund your learning and to publish official statistics). Your personal data is then retained in our research databases until you are aged 80 years so that it can be used for long-term research purposes. For more information about the ILR and the data collected, please see the ILR specification at <https://www.gov.uk/government/collections/individualised-learner-record-ilor>

ILR data is shared with third parties where it complies with DfE data sharing procedures and where the law allows it. The DfE and the English European Social Fund (ESF) Managing Authority (or agents acting on their behalf) may contact learners to carry out research and evaluation to inform the effectiveness of training.

For more information about how your personal data is used and your individual rights, please see the DfE Personal Information Charter ( <https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter> ) and the DfE Privacy Notice ( <https://www.gov.uk/government/publications/privacy-notice-for-key-stage-5-and-adult-education> )

If you would like to get in touch with us or request a copy of the personal information DfE holds about you, you can contact the DfE in the following ways:

- Using our online contact form [https://form.education.gov.uk/service/Contact the Department for Education](https://form.education.gov.uk/service/Contact%20the%20Department%20for%20Education)
- By telephoning the DfE Helpline on 0370 000 2288

- Or in writing to: Data Protection Officer, Department for Education (B2.28), 7 & 8 Wellington Place, Wellington Street, Leeds, LS1 4AW

If you are unhappy with how we have used your personal data, you can complain to the Information Commissioner's Office (ICO) at:  
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. You can also call their helpline on 0303 123 1113 or visit <https://www.ico.org.uk>

## **LRS Privacy Notice – DfE**

### **Overview**

To comply with data protection legislation, schools, colleges, local authorities, and training sector organisations are responsible for issuing a copy of this privacy notice to learners and/or parents/guardians. This notice summarises the information held on record about them, why it is held and the third parties with whom the data may be shared.

### **Privacy notice for pupils, students, learners, and trainees**

The information you supply is used by the Learning Records Service (LRS). The LRS issues Unique Learner Numbers (ULN) and creates Personal Learning Records across England, Wales, and Northern Ireland, and is operated by the Department for Education (DfE) in England. This privacy notice explains how we use your personal information. For the purposes of relevant data protection legislation, the DfE is the data controller for personal information processed.

### **Who we are?**

The LRS supports the DfE by collecting learner information from training providers and awarding organisations. For the purposes of relevant data protection legislations, the DfE is the data controller for personal information we process.

### **How we will use your information**

We receive your personal data from:

- schools, colleges, local authorities, and training/learning providers
- accredited achievement data supplied by awarding organisations

The aims of LRS are to:

- create a trusted and verified record of learning for citizen across England, Wales, and Northern Ireland
- enable education organisations to access these records when required to support individuals with enrolment to education and careers advice, ensuring they get access to the correct education and government funding
- issue you with a Unique Learner Number (ULN)
- create your Personal Learning Record (PLR)
- collect entries and results data that is used to create national statistical publications

The nature of your personal data that LRS will process

**The categories of personal data that can be processed in LRS includes:**

- personal contact details
- data related to an individual's learning
- data and information about your learning, including courses and qualifications you are taking or have taken

To ensure that our records are accurate, it may be necessary for training providers to collect further personal information from you. This information will be used to identify the correct learner where their personal information is similar to other learners (e.g. name(s) and date of birth):

- where further information is required to distinguish between learners, the following personal information is deemed as mandatory:
- last known post code
- date of birth
- gender

### **Why our use of your personal data is lawful**

For our use of your personal data to be lawful, we need to meet one (or more) conditions in the data protection legislation. For LRS, the relevant conditions are:

- Article 6(1)(e) UK General Data Protection Regulations (GDPR), to perform a public task as part of our function as a department

We also rely on legitimate interests, where we may need to collect additional personal information, to distinguish you from another individual. This is:

- Article 6(1)(f) of the UK General Data Protection Regulations

### **Who we will make your personal data available to**

We sometimes need to make personal data available to other organisations. These might include contracted partners (who we have employed to process your personal data on our behalf) and/or other organisations (with whom we need to share your personal data for specific purposes).

Where we need to share your personal data with others, we ensure that this data sharing complies with data protection legislation. For LRS we share your personal data with the following:

- schools, colleges, local authorities, and training/learning providers when you enrol onto a course
- awarding bodies to record achievement/attainment information such as exam or course grades
- permitted organisations such as Federation for Industry Skills & Standards (FISSS) and Universities and Colleges Admissions Service (UCAS) to record or verify individual's qualifications

### **How long we will keep your personal data**

The PLR is a lifetime record of achievement for all learners.

All data in LRS will be retained until a learner is 80 years old and has not engaged with a learning provider for 7 years.

### **Your data protection rights**



You have specific rights under data protection law. You can:

Request a copy of all information relating to you held by the DfE. You can do this by making a Subject Access Request using the [DfE Contact Form](#).

DfE processes your personal information on LRS in the exercise of its official authority under the Education Act 2011 and the Apprenticeships, Skills, Children & Learning Act 2009. This allows us to ensure that training providers are claiming for the correct government funding, safeguard public money and prevent fraud.

More information about how the DfE handles personal information is published in the [DfE Personal Information Charter](#). If you need to contact us regarding any of the above, please do so via the DfE site at [DfE - Contact Us](#). If you are unable to use the online contact form, you can write to us at the address provided under Contact Information below.

Further information about your data protection rights appears on the Information Commissioner's website at [Information Commissioners Office - Individual Rights](#)

**Policy Reviewed on 17 April 2025**