

Privacy statement

SHARE is committed to complying with the General Data Protection Regulation and the Data Protection Act 2018.

Looking after the personal information you share with us is very important, and we want you to be confident that your personal data is kept safe and secure, and to understand how we use it to offer you a better learning experience.

We have published this notice to help you understand

- How SHARE collect data from you
- Who we share your information with, why and for what basis; and
- What your rights are

If we make changes to this notice we will notify you by updating our website.

This privacy notice was updated on 24th May 2018

What information we collect and why?

When you register for a course with SHARE you are entering into a training agreement, and in order for us to set you up on our training database or onto third party systems for accredited courses e.g. SQA, City & Guilds, CIH and ilm, we will ask for some personal information such as:

- Full name
- Address
- Date of birth
- Contact numbers
- Email addresses
- Accessibility
- Dietary requirements

If you are an existing student we will securely hold your details of your learning until it is no longer required as part of your learning or there is no longer a legal obligation to retain it, SHARE will delete the information (if held electronically) or securely destroyed (if held in paper format). We do not collect more information than we need to register you for either our eLearning system or for one of our courses.

Who we share your information with and why will be discussed later in this section.

How we use your information?

Data Protection says that we are allowed to use and share your personal only where we have a proper reason to do so.

The law says we must have one or more of these reasons and these are:

- Contract – your personal information is processed in order to fulfil a contractual arrangement.

- Consent – where you agree to SHARE using your information in this way.
- Legitimate interest – this means the interest of SHARE in managing our business.
- Legal obligation – where there is statutory or other legal requirement to share the information e.g. Accredited bodies

People who contact us on social media

If you send us a private or direct message via social media the message will be stored for three months. It will not be shared with any other organisations.

People who email us

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Emails sent to us are stored on our internal system for a period of 3 months or until such time as they are no longer required as part of our organisations functions or your training has completed and we are no longer legally bound to retain this information.

People who call SHARE

When you call SHARE we store your telephone number in our internal phone directories. We use this information to help improve its efficiency and effectiveness. These details are stored for a period of one month before cleared.

We don't record our calls or pass your details on to any third party without your prior knowledge and consent.

Here are a list of ways where we may use your personal information, and the reasons.

Who we share your information with and why?

SHARE works with a number of trainers, assessors, suppliers, accredited bodies, agencies and businesses in order to provide you with the exceptional learning experience you expect from SHARE.

Some examples of third parties who we share your information with are:

- Accredited bodies – Scottish Qualification Authority (SQA), City & Guilds (ilm and UBMR), Chartered Institute of Housing (CIH). SHARE provide your full details in order to register students on to SQA courses.
- Skills development Scotland (SDS) – modern apprenticeship (MA) application details are shared between SHARE and SDS in order for applications to be processed and students to be registered.

Your rights

Your personal data is protected by legal rights, which include your rights to object to our processing of your personal data, request that your personal data is erased or corrected, request access to your personal data.

For more information or to exercise your data protection rights, please contact the details above. You have a right to complain to the information commissioner's office, which regulates the processing of data.

Keeping in touch with you

We want to keep you up to date with new information about our new courses, conferences and events and newsletters. When you register as a student we will ask you if you want to receive this type of information.

SHARE will not share your information with organisations out with the scope of our lawful reason for doing so for marketing purposes.

If you do not wish to receive this type of information you can unsubscribe for any e-newsletters direct or request that we stop by emailing info@share.org.uk or by calling 0141 370 6877 or in writing to SHARE, Saracen House, 139 Saracen Street Glasgow G22 5AZ. You may continue to receive mailing whilst we action your request.

If we collect your personal information, the length of time we retain it is determined by a number of factors including the process for which we use that information and our obligations under the law.

What are your rights?

You are entitled to request the following from SHARE, these are called Data Subject Rights and there is more information on these on the information commissioner's website www.ico.org.uk

- Right of access – to request access to your personal information and information about how we process it
- Right to rectification – to have your personal information corrected if it is inaccurate and to have incomplete personal information complete
- Right to erasure (also known as the right to be forgotten) – to have your personal information erased contact 0141 370 6877 or email info@share.org.uk
- Right to restriction of processing – to restrict processing of your personal information
- Right to data portability – to electronically move, copy or transfer your personal information in a standard form
- Right to object – to object to processing of your personal information
- Rights with regards to automated individual decision making – rights relating to automated decision making

How long is the information retained for?

We will not retain your personal data for longer than is legally necessary and will only be kept for the purposes for which it was obtained i.e. attending one of our events and courses or to issue you a copy of our newsletter.

If we hold personal data in relation to your learning it will be retained by us for the duration of your learning plus accredited body retention periods following the end of your learning. You can find additional information about accredited body retention periods for your course, by contacting info@share.org.uk

We maintain a record of all delegates who attend our courses for a period of 6 years in order for SHARE to provide the best possible service to its users. This data is not shared to any third party organisation. The information is held in a secure database and will be reviewed and deleted when SHARE no longer has a legal requirement to keep it.

You have the right to review the information that SHARE holds on you and you can request this by contacting the address below.

Access to personal information

SHARE tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to SHARE for any personal information we may hold you need to put the request in writing to SHARE, Saracen House, 139 Saracen Street Glasgow G22 5AZ. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the address below.

Disclosure of personal information

In many circumstances we will not disclose personal data without consent. However when we have to register you for a course we will have to share your details with accredited bodies in order to receive certificates.

You can also get further information on:

- agreements we have with other organisations for sharing information;
- circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;
- our instructions to staff on how to collect, use and delete personal data; and

- how we check that the information we hold is accurate and up to date.

Cookie Notice

This notice is designed to help you understand what cookies are, how SHARE uses them and the choices you have in regards to their use.

By continuing to use www.share.org.uk the “Site”, you are agreeing to our use of cookies in the manner described in this notice.

What are cookies?

Cookies are small text files that are stored on your browser or the hard drive of your computer or other device when you visit the Site. This allows the Site to recognise you as a user either for the duration of your visit (using a ‘session cookie’) or for repeat visits (a ‘persistent cookie’). They are not harmful and do not contain any information such as your home address, date of birth or credit card details.

The cookies we use fall into four broad types:

Strictly Necessary Cookies

These cookies are essential in helping you to move around our Site and use its features, such as accessing secure areas of the website. Without these cookies, services you have asked for, such as setting up an account cannot be provided. These cookies do not gather information about you that could be used for marketing or remembering where you've been on the internet.

Analytical/Performance Cookies

In order to keep the Site, its services and products relevant, easy to use and up-to-date, we use web analytics services to help us understand how people use our Site. For example, we can see which parts of the Site and products are most popular, identify when errors occur, and test different versions of a page or feature to see which one works best.

Functionality Cookies

These cookies allow websites and applications to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. The information these cookies collect is usually anonymised which means we can't identify you personally. They do not gather any information about you that could be used for selling advertising or remembering where you've been on the internet, but do help us to serve you with advertising that is more relevant to you.

Targeted Marketing Cookies

We also use cookies to assist in targeted advertising. Without these cookies, online advertisements you encounter will be less relevant to you and your interests. We also use

them to measure the effectiveness of our marketing communications, for example by telling us if you have responded to an advert that we have sent you.

If you would like more information on any of these types of Cookies, including how to opt-out, please visit www.youronlinechoices.com/

What do we use Cookies for?

- To allow you to securely sign in to your SHARE login, so that you can book courses
- To recognise the device that you are using.
- We also offer you the facility to share your experience on our Site through social media sites such as Facebook and Twitter. By using these features, you are consenting to allow cookies from these providers. More information about how these providers use cookies can be found at their websites.

Cookies are an essential part of how our Site works, as they remember certain information about a visitor. SHARE uses First Party cookies (these are placed there and used solely by SHARE).

Are cookies safe?

Yes. The information stored in cookies is safe and anonymous to any external third party, and your account security is never compromised. You can find more information about cookies at <http://www.allaboutcookies.org/> and www.youronlinechoices.com/. For a video about cookies visit <https://www.google.com/intl/en-GB/policies/technologies/cookies/>

Can I turn off cookies?

Yes – but if you choose not to allow the use of cookies, your experience of our Site will be limited and many integral aspects of the Site will not work at all.

To change your cookie settings, or if you want to be notified each time a cookie is about to be used, you should amend the settings provided in your web browser to prevent us from storing cookies on your computer hard drive.

For information on how to disable cookies, please consult the "Help" tab of your browser via the menu bar. For further information on non-essential cookies used for targeting and banner advertising please see below.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

If you have any questions about your rights or you would like to access those rights contact info@share.org.uk

Complaints and queries

SHARE aims to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

You have the right to lodge a complaint with a data protection regulator in Europe, in particular in a country you work or live or where your legal rights have been infringed. The contact details for the information commissioner's office (ICO), the data protector regulator in the UK, are available on the ICO website www.ico.org.uk where your personal information has or is being used in a way that you believe does not comply with data, however, we encourage you to contact us before making any complaint and we will seek to resolve any issue or concerns you may have.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of SHARE's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 21st May 2018

How to contact us

If you want to request information about this privacy statement you can email us at info@share.org.uk or write to:

SHARE
Saracen House
139 Saracen Street
Glasgow
G22 5AZ
0141 370 6877