

# PRIVACY INFORMATION

## CPD (Continued Professional Development) Services - Integra

### Privacy notice

A new data privacy law was introduced in the UK on 25 May 2018. As a result, we have published a new Privacy Notice to make it easier for you to find out how Integra (as part of South Gloucestershire Council) use and protect your information. We will not be changing the ways we use your personal information, but this new notice will provide you with additional details such as:

- your increased rights in relation to the information we hold about you
- how we keep your personal information secure
- the types of personal information we collect about you and how we use it
- the legal grounds for how we use your information

This Privacy Notice applies to the CPD services Integra provide to you including through our online portal at <http://cpd.sgsts.org.uk/> .

This is an overview of:

- the types of information we collect about you
- how we collect and use it
- who we might share it with
- the steps we'll take to make sure it stays private and secure
- your rights to your information.

### Who we are

When we say 'we', we mean Integra, the trading arm of South Gloucestershire Council, who are the data controllers for the CPD services we provide.

The data controller is responsible for deciding how your information is used and ensuring it is private and secure.

### Information we collect

We collect information about you from different places including:

- directly from you
- from your school who approve your attendance at training for invoicing purposes
- from publicly available sources
- when we generate it ourselves, for example, to create signing in lists

We will only collect your information in line with relevant regulations.

You are responsible for making sure you give us accurate and up to date information. The information we collect is through an online form that you complete to register.

The information we collect through an online form is your title, first name, last name, local authority, establishment, department (if appropriate), role, email address, work number, home number, mobile, special requirements (optional) and dietary requirements (optional). You set up your own user name and password when you log in. By completing this form you are giving your consent for your information to be held.

The second page asks you to select your subjects, audiences and interests for events you may be interested in. This page also activates alerts linked to these which you can opt out of by removing the tick. You can deactivate alerts at any time.

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If you provide information for another person to register them for CPD, you'll need to tell them how to find this Privacy Notice and make sure they agree to us using their information for the purposes set out in it.

### How we will use your information

We will use it to provide the CPD services you have requested, for example:

- to send you pre and post course information
- to send joining instructions and venue information
- to invoice you for any training you attend
- to contact you urgently, for example, in case of course cancellation due to illness
- to add you to the signing in list
- to analyse evaluations to check on quality of the training
- to analyse attendance to plan for future events
- to carry out your requests and instructions for training you attend
- to provide you with refreshments to meet your requirements
- to provide access to venues to meet your requirements

### Lawful basis and withdrawal of consent

In registering for training through our CPD online site you are giving your consent for us to use the information. Consent is the lawful basis on which we are retaining your information. Your information is retained on the system once you have registered so that it is easy for you to book on future CPD events. You can withdraw your consent at any time by e-mailing us.

If you do this your details will be removed. Please be aware that if this is the case you will need to register again to attend future events so we would recommend only doing this once you are no longer in education and likely to want to attend training.

My CPD Online provides you with a record of your attended training which will no longer be available once you have withdrawn your consent.

We'll only use your information to carry out tasks associated with providing CPD.

### Securely keeping and sharing your information

Your information is securely kept through our CPD online portal. Our CPD administrators can access and amend this information and they will only do this at your request if you require information to be updated.

Only your name and establishment will be shared with course tutors via attendance lists. Course tutors for a course you are registered on will be able to email you indirectly through the system with course details but are not given access to your email address or any other contact information.

We share your information with Webbased who provide the CPD online portal to support delivery of our CPD service. Webbased protect personal data via encryption. Files are encrypted in transit over https using SHA2, and passwords are encrypted using SHA-256. All backups are stored in an encrypted volume and are encrypted in transit and at rest. Our UK-based Data Centre Is 9001 / 27001 compliant and all staff laptops are encrypted. All developers and support staff have access to Live system data as a natural requirement of their roles, in order to assist in troubleshooting. All of their staff that have access to client data are subject to DBS/CRB checks, and they are inducted and reminded annually of their responsibilities regarding data protection and data security, including GDPR. Staff are required to confirm their acceptance of company policy documents which are updated regularly as legislation changes.

### Retaining your information

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We will keep your information for as long as you have a relationship with you and you require training. Once you no longer need this please contact us to withdraw your consent giving us one calendar month notice to action this.

### Transferring your information overseas

Your information is not currently transferred and stored in countries outside the UK or the European Economic Area (EEA). However if we need to in the future we will ensure the non-UK/EU countries have an appropriate level of protection for your data and before doing so we'll also inform you.

### Your rights

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it, to make a complaint etc.

- You can update or correct your own information at any time by visiting the My CPD Online area of the site to change your contact details, user name, password and email alerts.
- You can see the information we hold by visiting the My CPD Online area of the site to look at the contact and course information we hold for you.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at [DPO@southglos.gov.uk](mailto:DPO@southglos.gov.uk) or write to us at Data Protection Officer, PO Box 1953, The Council Offices, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

### Web statistics

We collect web statistics automatically about your visit to our site based on your IP address. This information is used to help us track what people are doing on the site so that we can improve it. We don't use this information to identify you as an individual and you will remain anonymous.

### Cookies

We sometimes store small files called 'cookies' on your computer or other device to help improve your experience on the website. Our cookies cannot be used to identify you personally. Find out about [the use of cookies](#)

### Alerts and email marketing

CPD online provides automated alerts to alert you to courses that may be of interest to you. This is provided in response to your choosing categories that interest you when you register. If you no longer wish to receive these you can opt out at any time by visiting the My CPD Online section of the site and clicking on update my email alerts. You can deactivate the alerts through removing the tick here.

We produce a regular CPD bulletin which includes information about upcoming events and links to resources and websites that may be of interest to educators and establishment staff. This is not routinely emailed to individual contacts but to the school email address which is publicly available on your school website. If you would like the bulletin to be emailed to you personally then please contact the team.

### Further advice

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO via their [contact page](#) or call them on 0303 123 1113.