

Privacy Policy

New Era is committed to ensuring that your privacy is protected and believe you should always know what data we collect from you and how we use it, and that you should have meaningful control over both. As part of our ongoing commitment to transparency, and in preparation for new GDPR data protection laws that take effect on 25th May 2018, we're updating our Privacy Policy (was Data Protection Policy) to empower you to make the best decisions about the information that you share with us to promote high standards in the handling of personal information and so protect the individual's right to privacy.

This privacy Policy sets out how New Era collects, uses and process and protects information that you give to us from time to time. You can be assured that it will only be used in accordance with this Privacy Policy

New Era holds information about living individuals in electronic format and on paper and follows the GDPR rights for individuals as follows:

- the right to be informed;
- the right of access;
- right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- The right not to be subject to automated decision-making including profiling

What We Collect

we may collect the following information:

- Name, date of birth, ethnicity contact information including email address
- Demographic information such as address and post code
- Other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal Record Keeping
- We may use the information to improve our products and services
- We may periodically send promotional emails about new services, events or courses or other information which we may think you may find interesting using the email address you have provided
- From time to time, we may also use your information to contact you for reviews. We may use the information to promote our services on our website, and / or Facebook

- For carrying out New Era's project work and processing information relevant to that project, e.g. Education and Training projects will hold information about academic achievement, work history etc.
- We may on occasions receive data from third parties who you have provided consent to pass your details to us. Our web site may also capture browsing data

processing covered by the Act

The processing of personal information includes obtaining, disclosing, recording, holding, using, erasing or destroying personal information. The definition is very wide and will cover virtually any action which is carried out on computer.

Notification and Registration

New Era Enterprises has made a notification to the Information Commissioner and is Registered with the Information Commissioner to hold and process personal data under 8 purposes. The ICO Registered number is Z74885906. Registration documents and the details for which personal data is held are available for inspection at New Era's offices.

Who do we share data with?

First of all, New Era will not share, rent, distribute or sell your personal data to any third-party organisations unless we have your permission to or are required by law to do so. We do sometimes however as part of our legal basis for data usage need to communicate information to other parties not limited to but for example:

AWARDING ORGANISATIONS: - In order to validate your award, identify you to the awarding body and enable awarding bodies to verify training has been completed. On occasions, it may be to allow and verify grounds for reasonable adjustment in delivering or assessing a qualification. It also allows awarding organisations to develop further courses and monitor equality and diversity among learners.

Funders

Some information is gathered and passed on to funders

Security, Retention and Destruction of Data

We are committed to ensuring that your information is secure at all times and appropriate to level of risk identified. In order to prevent unauthorised access or disclosure, we have put in place the following measures which may include but are not limited to suitable secure data back-ups, electronic data encryption, password protection, locked storage facilities and managerial procedures to safeguard and secure the information we collect.

Data will only be retained as long as necessary for the legitimate interests identified. In some cases, we are required to retain training data for up to 7 years for compliance requirements. Certain health records may need to be kept for longer periods of time and will be subject to individual assessment.

Data will be destroyed once we have confirmed that it is no longer required for the identified legitimate, contractual or legal use.

Links to other Websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy statement applicable to the website in question

Right of Subject Access and the right to correct information

It's important to us that you know that you're in control of your own data. If you have previously agreed to us using your personal information, you may change your mind at any time by writing to us or emailing us at the address below, and we'll make any amends for you.

You have a right to be informed of how we use data collected about you and this document serves to provide an overview of how we collect use and process your data.

You may request at any time to view details of the data we hold about you and request amendments, corrections to data we hold or for data to be erased.

New Era may ask for, any information reasonably required to find the information and check the person's identity or will be subject to investigation and verification and in certain circumstances, this will be provided free of charge or.

If subject access is requested New Era will respond promptly (within 1 month) after the request is received.

However, if your request is noticeably unfounded or excessive we may refuse or charge you (up to £10.00) for this request.

There are some circumstances, within the scope of the act, when New Era may reject your request, along with a full explanation of any refusal (with 1 month of written request)

In holding and processing personal information New Era ensures the following.

- 1. The company maintains an up-to-date registration with the ICO.**
- 2. All staff follow the eight data protection principles.**
- 3. Personal information is kept and disposed of securely**
 - keep passwords secure – change regularly, no sharing;
 - lock / log off computers when away from desks;
 - dispose of confidential paper waste securely by shredding;
 - prevent virus attacks by taking care when opening emails and attachments or visiting new websites;
 - work on a 'clear desk' basis - by securely storing hard copy personal information when it is not being used;
 - visitors should be signed in and out of the premises, or accompanied in areas normally restricted to staff;
 - encrypt personal information that is being taken out of the office if it would cause damage or distress if lost or stolen;
 - keep back-ups of information.

4. Staff meet the reasonable expectations of customers and employees

- to inform persons the purpose for collection of data, and if this is to be passed on to any third party;
- to collect only the personal information, they need for a particular business purpose;
- to explain new or changed business purposes to customers and employees, and to obtain consent or provide an opt-out where appropriate;
- to update records promptly – for example, changes of address, marketing preferences;
- to delete personal information the business no longer requires;

5. The disclosure of client personal information over the telephone is limited

- be aware that there are people who will try and trick the company to give out personal information;
- identity checks should be carried out before giving out personal information to someone making an incoming call;
- similar checks should be made when making outgoing calls;
- limit the amount of personal information given out over the telephone and follow up with written confirmation if necessary.

6. Requests from individuals for their personal information is handled in compliance with the Act.

- people have a right to have a copy of the personal information held;
- how to recognise a “subject access request”;
- pass the request to the office Manager;
- the company has a maximum of 40 days to respond;
- that the maximum fee that can be charged is £10;
- the identity of the requester may need to be checked.

New Era may change this policy from time to time.

The policy will take effect from 25thMay 2018