

# Privacy Notice for Requesting ASK Support

## Apprenticeship Support & Knowledge for Schools/Colleges (ASK) Programme

The Careers and Enterprise Company Ltd (CEC) manages delivery of ASK and is the data controller.

This privacy notice explains how we use (process) your personal data. It should be read alongside the CEC Privacy Notice at <https://www.careersandenterprise.co.uk/cec-privacy-notice-cookies/>

### 1 Our use of your data (our processing purposes)

When you click the Request Support link, we collect your personal information for the following purposes:

- To enable delivery of the services requested
- To enable statistical analysis
- To evidence and support activity against targets for organisations delivering the ASK programme

In addition, we may invite you to share information:

- For customer satisfaction surveys
- To enable us to monitor our performance against our equality and diversity objectives
- To ensure we are targeting our service to meet priority groups

If you choose not to share this additional information, you will still receive the same level of service.

### 2 The types of personal data we collect

We may process the following types of personal data about you:

- Name
- Job title
- School/College/Organisation address
- Email address
- Contact telephone number
- Your opinions

### 3 How and why we collect and process personal data

We ask you to supply personal information so that the ASK team can pass your details on to the relevant ASK delivery partner in your area.

The ASK delivery partners will contact you to arrange a planning meeting to discuss the type of support you need.

### 4 Lawful basis for processing data

The lawful basis for processing your personal data is to perform our public task:

- To enable delivery of the service(s) requested
- To provide statistical information to partner organisations
- To evidence and support activity against targets for organisations delivering the ASK programme
- To gauge customer satisfaction
- To enable us to monitor our performance against our equality and diversity objectives, and

- To ensure we are targeting our service to meet priority groups.

### Sharing your personal data

We may share your personal information with other organisations, where the law allows it or if we have a legal obligation to do so:

- Organisations that we introduce you to; if there is a specialist organisation that we believe may be able to assist you, we may pass basic details to them to allow them to deliver their services to you.
- Law enforcement organisations
- Our legal advisers, for CEC's legal purposes.

To enable the delivery of ASK services, other organisations process data on our behalf. This includes:

- ASK Delivery Partner organisations and organisations working on their behalf
- Market research organisations – to check on your satisfaction with the service received and to see if you have made any progress in learning or work as a result; and only if you have agreed to this.

### How long we will keep your personal data

We will only keep your personal data for as long as we need it. CEC has a retention schedule for personal data based on the needs of the organisation and applicable law.

We will take necessary steps to keep your information safe. It will then be securely destroyed when it is no longer needed.

### Processing personal data outside the UK

When CEC processes personal data outside the UK, we will make sure we comply with data protection law and take additional steps to keep your personal data safe, which can include additional technical/security arrangements, contractual agreements and data sharing agreements.

### Your data protection rights

Under data protection law, you have rights including:

- Right of access  
You have the right to ask us for copies of your personal information.
- Right to rectification  
You have the right to ask us to rectify personal information you think is inaccurate or incomplete
- Right to erasure  
You have the right to ask us to erase your personal information in certain circumstances.
- Right to restriction of processing  
You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Right to object to processing  
You have the right to object to the processing of your personal information in certain circumstances.
- Right to data portability  
You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we

have one month to respond to you.

### How to complain

If you have concerns about our use of your personal information, you can make a complaint to the Data Protection Officer by writing to:

Email: [dpo@careersandenterprise.co.uk](mailto:dpo@careersandenterprise.co.uk)

Address: The Careers and Enterprise Company Limited. 1st Floor, Work.Life, 120 Aldersgate St, Barbican, London EC1A 4JQ

You can also complain to the ICO by writing to:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

### Changes to this privacy notice

This privacy notice will be updated from time to time and we encourage you to check for updates.

Date last updated: 8 August 2024