# Data Protection Policy

## Achieve UK Training Ltd

Effective date: 4 September 2026
Review Date: December 2027

Achieve UK Training Ltd is committed to protecting the privacy and security of personal information handled by the organisation. This Data Protection Policy sets out the principles and procedures that Achieve UK Training Ltd follows when collecting, using, storing, sharing and disposing of personal information.

## 1. Purpose

The policy applies to personal information processed in connection with our business, including information relating to customers, students, prospective students, employees, contractors, suppliers and other individuals.

## 2. Our details

Achieve UK Training Ltd
95 Grove Lane
Handsworth
Birmingham
B21 9HF
Telephone: 0121 454 2525
Mobile: 07941 015599
Email: contact@achieveuktraining.com
Website: www.achieveuktraining.com

## 3. Data protection principles

Achieve UK Training Ltd aims to comply with the applicable principles of UK data protection law.

- processed lawfully, fairly and transparently;
- collected for specified, explicit and legitimate purposes;
- adequate, relevant and limited to what is necessary;
- accurate and kept up to date where necessary;
- kept for no longer than necessary;
- processed securely and protected against unauthorised or unlawful processing and accidental loss, destruction or damage.

## 4. Accountability

Achieve UK Training Ltd is responsible for ensuring that appropriate data protection measures are implemented throughout the organisation. The organisation will maintain appropriate privacy information; keep personal information secure; provide appropriate access controls; review data protection arrangements periodically; respond appropriately to data protection requests; investigate suspected

personal data breaches; use appropriate contractual arrangements with relevant third parties; and provide appropriate information to staff and people handling personal information.

## 5. Collecting personal information

We will only collect personal information that is reasonably required for legitimate business purposes. Staff and representatives should not request unnecessary personal information. Where personal information is collected directly from an individual, appropriate privacy information should be provided.

## 6. Accuracy

Reasonable steps should be taken to ensure that personal information is accurate and, where necessary, kept up to date. Where an individual tells us that their information is inaccurate, we will take appropriate steps to correct it.

## 7. Security

Appropriate technical and organisational measures should be used to protect personal information. These may include password protection, access controls, secure systems, restricted access to confidential records, secure storage, appropriate backups, secure disposal of documents, and staff awareness and confidentiality requirements. Personal information should not be disclosed to unauthorised individuals.

## 8. Access to personal information

Personal information should only be accessed by individuals who have a legitimate business reason for accessing it. Access permissions should be reviewed where appropriate.

## 9. Sharing information

Personal information may be shared with third parties where there is a lawful basis and the disclosure is necessary. This may include training providers, awarding organisations, payment providers, IT providers, professional advisers, regulators or public authorities. Information should not be disclosed simply because another person requests it. Where appropriate, identity and authority should be verified.

## 10. Data retention

Personal information should not be kept indefinitely. Achieve UK Training Ltd will retain information only for as long as reasonably necessary, taking account of the purpose for which the information was collected, contractual requirements, legal and regulatory requirements, accounting and financial requirements, training and certification records, dispute resolution and legitimate business requirements. When information is no longer required, it should be securely deleted, destroyed or anonymised where appropriate.

## 11. Data protection rights

Individuals may have rights concerning their personal information, including rights to access information, correct inaccurate information, request erasure in appropriate circumstances, restrict processing in

appropriate circumstances, object to certain processing, request data portability in appropriate circumstances, and withdraw consent where consent is the lawful basis. Requests should be directed to contact@achieveuktraining.com.

## 12. Personal data breaches

A personal data breach may include loss of personal information, accidental disclosure, sending information to the wrong person, unauthorised access, hacking or cyberattack, theft of records, accidental deletion or destruction, or inappropriate sharing. Any suspected breach should be reported to the appropriate responsible person within Achieve UK Training Ltd as soon as possible. The organisation will assess the incident and take appropriate steps to contain, investigate and remedy it. Where required by law, relevant breaches will be reported to the ICO and affected individuals.

## 13. Confidentiality

Anyone handling personal information on behalf of Achieve UK Training Ltd is expected to maintain confidentiality. Personal information must not be discussed or disclosed to people who do not have a legitimate reason to receive it.

## 14. Website and online services

Personal information submitted through our website will be handled in accordance with our Privacy Policy. Where the website uses cookies or similar technologies, these will be managed in accordance with our Cookie Policy and applicable requirements.

## 15. Third-party providers

Where third-party providers process personal information on our behalf, we will take reasonable steps to ensure that they provide appropriate security and data protection arrangements.

## 16. Training and awareness

People who handle personal information as part of their work should understand their responsibilities regarding confidentiality, security and data protection. Appropriate guidance or training will be provided where necessary.

## 17. Review

This policy will be reviewed periodically and whenever there are significant changes to our business, systems, services or applicable data protection requirements.

## Contact us

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Website: www.achieveuktraining.com
Opening hours: Monday to Friday, 10:00am – 5:00pm
Saturday: 10am-3pm