Under data protection law, individuals have a right to be informed about how *Shine* uses any personal data that we hold about them. We comply with this right by providing ‘privacy notices’ (sometimes called ‘fair processing notices’) to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about **registered users of our website ‘clients’**.

We, *Shine Education and Training Ltd, 18 Westway Gardens, Redhill, Surrey, RH1 2JA*, are the ‘data controller’ for the purposes of data protection law.

You can contact us regarding Data Protection by emailing office@shineeducationandtraining.co.uk

**The personal data we hold**

Personal data that we may collect, use, store and share (when appropriate) about clients includes, but is not restricted to:

* Name, contact details, contact preferences, professional interests, current position held, place of employment
* Details of courses booked
* Articles and courses indicated as ‘favourite’ by the client
* Photographs and biography where submitted by the client for their profile
* Reviews/evaluations made

**Why we use this data**

We use this data to:

* Deliver information regarding our courses by email - direct marketing
* Facilitate a network of users
* Assess the quality of our services
* Comply with the law regarding data sharing

**Our legal basis for using this data**

We only collect and use clients’ personal data when the law allows us to. Most commonly, we process it where:

* We need to comply with a legal obligation
* We need it to perform an official task in the public interest

Less commonly, we may also process clients’ personal data in situations where:

* We have obtained consent to use it in a certain way
* We need to protect the individual’s vital interests (or someone else’s interests)

Where we have obtained consent to use clients’ personal data, this consent can be withdrawn at any time. We will make this clear when we ask for consent and explain how consent can be withdrawn.

Some of the reasons listed above for collecting and using clients’ personal data overlap, and there may be several grounds which justify our use of this data.

**How we store this data**

We keep personal information about clients while they are registered with *Shine*. We may also keep it beyond their registration with *Shine* if this is necessary in order to comply with our legal obligations.

**Data sharing**

We do not share information about clients with any third party without consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law) we may share personal information about clients with:

* *Our local authority*
* *The Department for Education and Teaching Regulation Agency*
* *Suppliers and service providers – to enable them to provide the service we have contracted them for*
* *Financial organisations*
* *Central and local government*
* *Professional advisers and consultants*
* *Police forces, courts, tribunals*
* *Professional bodies*

**Transferring data internationally**

Where we transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with data protection law.

**Clients’ rights regarding personal data**

Individuals have a right to make a **‘subject access request’** to gain access to personal information that the Alliance holds about them.

If you make a subject access request, and if we do hold information about you, we will:

* Give you a description of it
* Tell you why we are holding and processing it, and how long we will keep it for
* Explain where we got it from, if not from you
* Tell you who it has been, or will be, shared with
* Let you know whether any automated decision-making is being applied to the data, and any consequences of this
* Give you a copy of the information in an intelligible form

Individuals also have the right for their personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a request please contact office@shineeducationandtraining.co.uk

**Other rights**

Under data protection law, individuals have certain rights regarding how their personal data is used and kept safe, including the right to:

* Object to the use of personal data if it would cause, or is causing, damage or distress
* Prevent it being used to send direct marketing
* Object to decisions being taken by automated means (by a computer or machine, rather than by a person)
* In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
* Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact us.

**Complaints**

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact us.

Alternatively, you can make a complaint to the Information Commissioner’s Office:

* Report a concern online at <https://ico.org.uk/concerns/>
* Call 0303 123 1113
* Or write to: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**Contact us**

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact us by emailing: office@shineeducationandtraining.co.uk

*This notice is based on the* [*Department for Education’s model privacy notice*](https://www.gov.uk/government/publications/data-protection-and-privacy-privacy-notices) *for pupils, amended for clients and to reflect the way we use data in this Alliance.*