

Results Driven Group (RDG) is required to comply with the provisions of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR), in relation to how we handle any personal data which we obtain from you. Any personal information gathered will only be used in the context of your training with us. We may also collect sensitive personal data relating to you but only with your explicit consent in advance. We may process all the information we obtain from you to enable us to fulfil our contractual obligations to you and we may request further information from third parties or disclose your details to other selected third parties, such as ILM, CMI, City & Guilds or their regulators or industry bodies.

We will retain your personal and sensitive data for a period of 3 years after completion of the programme, after this time your sensitive data will be deleted from our records.

We may retain your personal contact data as from time to time we may email you details of products or courses we believe may be of interest to you. If you no longer require such information or you have provided us with any information that you no longer wish us to use, please call us on 0845 094 0587 or email us at info@resultsdrivengroup.co.uk. In disclosing your personal details to us, you agree that we may process and in particular may disclose your personal data:

- As required by law to any third parties
- To selected third parties who may process personal data on our behalf
- To third parties such as ILM/CMI who may use your personal data or sensitive personal data (as appropriate) to:
 - enable us to fulfil our contractual obligations to you - for example by providing you with an examination certificate;
 - contact you directly about events, courses, programmes, or ILM/CMI membership;
 - carry out statistical analysis;
 - pass to their regulator or industry bodies to (1) monitor equal opportunities relating to ethnicity or disability, or for other such monitoring purposes or to (2) account for learners where there is a requirement to do so, or to (3) meet their requirement to contact you directly and the information is not readily accessible from any other source;
 - disclose and publish your details in directories which may contain information about Results Driven Group and provide or arrange prizes, remuneration and awards;
 - contact you about your ILM/CMI studying membership.
- If we pass your personal data to ILM/CMI they:
 - may transfer your personal data outside the European Economic Area (EEA) and if they do they will make every reasonable effort to ensure that any transferred data receives the same protection as if it would within the EEA ;
 - undertake that they and their staff will take every reasonable step possible to protect the confidentiality and security of all material they receive, to carry out their various responsibilities.
- You have the right to have us correct any inadequacies in the personal details we hold about you, and to object to any direct marketing we carry out using your personal details. You also have the right to ask for a copy of the information we hold in our records. Please contact us if you want a copy of the personal data we hold about you.

In order to help us comply with the provisions of the Act and GDPR, we would be grateful if you could notify us of any changes to the information you have recorded on your Enrolment Form.

You have the right to complain to the ICO if you think we are handling your personal data in an inappropriate manner.

Last Updated: 21 May 2018