

## VISITOR PRIVACY NOTICE

Policy last updated: November 2024

Review date: August 2025

**Data controller:** North Lancs Training Group (NLTG)

**Person responsible for Data protection:** Gareth Lindsay (Managing Director)  
[gareth.lindsay@nltg.co.uk](mailto:gareth.lindsay@nltg.co.uk)

Under data protection law, individuals have a right to be informed about how North Lancs Training Group 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 visitors to NLTG, in line with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

We, North Lancs Training Group, Bradshawgate House, Oak Street, Accrington, Lancashire, BB5 5EQ, are the 'data controller' for the purposes of data protection law. This means that we are responsible for deciding how we hold and use personal information about you.

Our principle person accountable for Data Control within NLTG is Mr Gareth Lindsay, Managing Director.

### The personal data we hold

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

- Name and Contact details including emergency contacts
- Information relating to your visit, e.g. your company or organisation name, arrival and departure time, car number plate
- Photographs for identification purposes for the duration of your visit
- CCTV images captured in NLTG Premises
- Information about any access arrangements you may need

### Why we use this data

We use this data to:

- Identify you and keep you safe while on company premises
- Keep learners and staff safe
- Maintain accurate records of visits to NLTG
- Provide appropriate access arrangements

## **Our lawful basis for using this data**

We only collect and use your personal data when the law allows us to. Most commonly, we process it where we need to comply with our legal obligation to keep our learners and staff safe while on company premises. Less commonly, we may also process your personal data in situations where:

## **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, refer to the company's data protection policy.

## **Collecting this information**

We will only collect the data that we need in order to fulfil our purposes, which are set out above.

## **How we store this data**

We will keep your personal data while you are visiting our company. We may also keep it beyond this, if necessary, to comply with our legal obligations. Our record retention schedule sets out how long we keep information about visitors.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We will dispose of your personal data securely when we no longer need it.

## **Data sharing**

We do not share information about visitors 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 visitors with:

- Our local authority – to meet our legal obligations to share certain information with it, such as where the visitor information is relevant to a safeguarding concern
- The Department for Education
- Educators and examining bodies
- Our regulator e.g. Ofsted
- Suppliers and service providers – to enable them to provide the service we have contracted them for

## Our auditors

- Survey and research organisations
- Health authorities
- Security organisations
- Health and social welfare organisations
- Professional advisers and consultants
- Charities and voluntary organisations
- Police forces, courts, tribunals
- Professional bodies
- The organisation/company you are representing

## Your rights

### How to access the personal information we hold about you

Individuals have a right to make a 'subject access request' to gain access to personal information that NLTG 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

You may also have a right for your personal information to be transmitted electronically to another company in certain circumstances.

If you would like to make a request, please contact our data protection controller.

### Your other rights regarding your data

Under data protection law, individuals have certain rights regarding how their personal data is used and kept safe.

You have the right to:

- Object to the use of your personal data if it would cause, or is causing, damage or distress
- Prevent your data being used to send direct marketing
- Object to the use of your personal data for decisions being taken by automated means (by a computer or machine, rather than a person)

- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict its processing
- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact our data protection officer.

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 refer to our Data Protection Policy or speak to one of the management team. Any queries regarding our policy can be sent direct to [data.enquiries@nltg.co.uk](mailto:data.enquiries@nltg.co.uk)