

West of England Combined Authority's Multiply Programme

PARTICIPANT PRIVACY NOTICE

Administered through the West of England Combined Authority the Multiply Programme is funded through the Department for Education in partnership with Bristol Community Learning

Participation in this programme is voluntary, and your choice should be informed.

Before you choose whether you want to become a Multiply Programme participant, we would like to explain a few things about our use of your "personal data" in this programme and how we will protect your privacy rights. After you have read this privacy notice, and understood what it says, you will be asked if you would like to participate in our Multiply Programme initiative.



Who are "we"?

Bristol Community Learning and the West of England Combined Authority are "joint data controllers" for the Multiply Programme initiative. That means we all have responsibility for keeping your personal data safe, for using it lawfully, and for ensuring your rights to privacy are respected.



What is your "Personal Data"?

Personal data is information which is about you, and which identifies you as an individual. This means it could be used to make decisions which have a direct impact on you. The purpose of this notice is to explain how we will use the information you give to us if you become a participant, and what we will use it for.

Data protection law sets down the rules for data controllers (such as Bristol Community Learning, and the West of England Combined Authority) and rights for the people (known as "data subjects") whose information is held by them (such as you).



Transparency: what we need to tell you

As a data subject, you have rights under the law of data protection. You have the right to be informed by us about:

- what personal data we would collect from you as a participant
- how we would use it, and for what purpose
- who we would share your information with, and why
- your other data subject rights and how to exercise them

Full details can be found at <https://ico.org.uk/your-data-matters/>



What is our legal basis for using your information for the Multiply Programme initiative?

Data protection rules set out certain conditions which must be met for the lawful use of other people's information. We are also obliged to tell you which condition applies to Multiply Programme and its participants:

- Participation in the programme is voluntary and we require your consent through this privacy notice to capture your personal information (including special category data). We process this data in accordance with the legal basis of 'consent'.
- To ensure we meet your personal needs as a learner on the programme, we capture personal information (including special category data). We process this data in accordance with the legal basis of 'legitimate interest'
- To ensure targeted groups of individuals are enrolling on to the programme, we capture personal information (including special category data). We process this data in accordance with the legal basis of 'public interest'.
- As personal information collected from Multiply Programme participants includes "special category data" such as information about your ethnic origin, or health, which require more protection because it is sensitive, we also rely on a further condition. Multiply Programme aims include improving understanding about any career challenges, or discriminatory treatment our participants may face due to their physical or mental health conditions, disabilities, sexual orientation or their ethnicity. This use of participant information is lawful because it meets a "substantial public interest" – supporting equality of opportunity or treatment.



Purposes: why do we want to use your information?

We collect your data in order to deliver the learning opportunities to you. Our primary aim is to help you to improve your numeracy skills and work towards completing a level 1 or level 2 in maths/numeracy. This will be through training, mentoring and support enabling you to increase your skills, income and job security.

Successful training and career outcomes for our participants are intended to contribute to our broader aim of furthering the growth of the local economy and the skillset of the workforce in the West of England region.



What kind of personal data will we collect and record?

We will ask you to provide the following types of information: Your name, address and contact details; your date of birth; sex; employment details; your first language; your qualifications; whether you have childcare responsibilities; whether you are a carer; your gender; your sexual orientation; your ethnicity; any disabilities, learning difficulties, physical or mental health conditions, your accommodation/housing situation and information regarding any barriers you may have that may impact on completion of your training e.g. IT access, travel.

On completing the training, we will ask you what your next steps are e.g. if you progressed onto a level 1 or level 2 provision, if you completed this qualification, new employment, further training. If you exit the course before completion, we will ask for your reasons for exiting the course.



How will we use your information?

Your coaches will use the information you provide to best support you through your programme, achieve your goals and progress in your work situation (*where applicable*).

Only a small number of people who are working for us on this project will be allowed to see the information which can identify you as an individual. They will only use this personal data to:

- Deliver services and support to you.
- To organise and/or review your sessions with any training providers or career support services you have agreed with your mentor.
- To make you aware of any updates, changes or promotions in relation to the Multiply Programme.
- To contact you about your participation on the programme; to ask about your experience as a participant to be able to review the delivery and operation of the Multiply Programme.
- To monitor the delivery of the programme and to perform research and statistical work by us and / or government elected agencies

Statistics, drawn from the participant information held on the Multiply Programme database, will be used to evaluate and report on the programme. This statistical information will not include anything which could identify you, and so it cannot be used to make any decisions which could affect you directly or personally. We report to Government, Local Authorities and partners about the outputs and outcomes of the project to demonstrate the impact of the project and this information may be published.

Your information will not be used for profiling or to make automated decisions.

You may be asked by your training provider if you would like to share your own story as a Multiply Programme participant and be considered for a “case study”. This may then be published in line with your preferences selected on the form.



How do we protect your information?

We are committed to doing all that we can to keep your data secure. We have set up systems and processes to prevent unauthorised access or disclosure of your data. The record of your journey as a participant with the programme will be stored by us on a secure Database. The record will include information which can identify you (such as your name and contact details). Access to these databases will be restricted to those who are entitled to view and process your data. If the information is collected in a paper format, we will also ensure it is kept secure and destroyed when no longer required.

Some information may be stored outside of the database and we’ll do what we can to make sure we hold records about you in a secure way, and we’ll only make them available to those who have a right to see them. Examples of our security may include:

- encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password).
- pseudonymisation, meaning that we’ll use a different name so we can hide parts of your personal information from view. This means that someone outside of the organisation could work on your information for us without ever knowing it was yours.
- controlling access to systems and networks allowing us to stop people who are not allowed to view your personal information from getting access to it.
- training for our staff to make them aware of how to handle information and how and when to report when something goes wrong.



Confidentiality and sharing of your personal data with others

We want you to feel you can speak freely and openly in discussions with your coach. We understand that a relationship of trust may only develop over time. Personal information which you choose to share with your mentor will be treated as confidential. We will not share it externally with other authorities or private businesses unless you give us your permission to do so. We are open to considering any aspect of your life which you feel is relevant to your employment situation. This may include information which you feel is sensitive or private so it is important that you feel you can trust your mentor to keep this information safe and not share it with others. The only exception to this would be if you told your mentor something which had to be shared with others to protect you, or other people, from serious harm. We also have a duty to

tell the police if you tell us about a crime, fraud or a terrorist threat. Even in such exceptional cases you would still have the right to be informed about such reporting (what information we need to report, with whom, and for what purpose) so long as this would not increase the risk of harm to others.

Information which can identify who you are (including information such as your name, address, contact details and photographs of you) will only be accessed by authorised personnel working on the Multiply Programme initiative. This may include other departments within The West of England Combined Authority, The Department of Education and their contractors or Bristol Community Learning, to support the delivery of the service you may receive. Personnel includes both employees and any external agents/partner organisations who may be contracted by any Party to work for the Multiply Programme and who are legally bound to comply with that Party's data protection instructions and policies about use of participants' personal data.

The Multiply Programme team will not transfer your data to any other countries. If you choose to access any support or training providing by another provider, you will need to refer to their privacy notice for the way they handle your information.

If you are referred to the programme by another professional, it may be beneficial to update them at stages regarding your progress. There may also be occasions where we work in partnership with another provider or your employer to help aid your progression. Before any of your information is shared in this way, your mentor will tell you about what may be included in such a discussion and then ask for your permission to share this information.



How long will we keep your personal data?

Information which can identify you will be retained for a maximum period of 7 years from when your participation has ceased on the project. Information which cannot identify you will be retained after this period and will be used only for statistical and research purposes.

Legislation tells us how long we need to keep some information to perform any statutory or contractual duties. Some data must be held to meet the requirements for public grant funding and auditing requirements. Personal information kept for this reason will be restricted to a minimum.



What happens if you no longer wish to participate in the Multiply programme?

You may choose to withdraw from your participation of a Multiply Programme at any time.

It would be valuable for us to understand why the programme is no longer of interest to you so we would simply ask you for your feedback on your experience and reasons for withdrawal.

If at this point you do not want us to contact you again, we will respect your wishes and ensure that no further contact is made unless you tell us you have changed your mind. Your information will be retained on our secure system in case you choose to participate again in the future. You may also request that we remove any details which can identify you from our records and we shall do so.



You have the right to refuse information or object to the usage of your information

You have the right to refuse to provide information which is requested of you. In some cases, your refusal may mean you can no longer be a Multiply Programme participant, but we will explain this to you before you decide.

You also have the right to object to our use of your information. This means you can request that we stop using any information that you have already given which can be used to identify you, and to request that we delete this from our database.



You have the right to access the personal data we hold about you.

To request a copy of your records you may submit a “Subject Access Request”. Your request for your records must be in writing and may be sent to us by post or email (see contact details below). To confirm your identity your request should include copies of an identity document (e.g. your driving licence or passport) and proof of your address (e.g. a copy of a utilities bill or bank statement).

You have the right to rectification of any incorrect or incomplete data we hold about you and can contact us with the contact details below.



Contact for privacy concerns and Subject Access Requests

If you have any concerns or questions about our handling of your personal data, or if you wish to submit a Subject Access Request, please contact the Data Protection Officer at The West of England Combined Authority. See details below:

Data Protection Officer
West of England Combined Authority
3 Rivergate, Temple Quay, Bristol
BS1 6ER

Or email the Data Protection Officer at democratic.services@westofengland-ca.gov.uk

For requests to access a copy of the personal data held on you contact



West of England Combined Authority contact: skills@westofengland-ca.gov.uk

Bristol Community Learning contact: ictinfo@bristol.gov.uk



Your right to appeal

If you are not satisfied by our response to your concerns, you may lodge a complaint to the Information Commissioner's Office (ICO) who is the regulator for data protection issues. They will investigate your complaint and make a decision about what we need to do.

You can contact them at:

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

03031231113

casework@ico.org.uk

If you have concerns or complaints about the Multiply project you may access our whistleblowing system here:

[https://form.education.gov.uk/service/Contact the Department for Education](https://form.education.gov.uk/service/Contact_the_Department_for_Education)