



1. POLICY

All persons having access to LD Training data – both Company and learner, apart from Fundholder, Awarding body or other such organisations, are required to complete a confidentiality form to safeguard information in the care of LD Training.

Details will be kept in line with our Record-Keeping, Confidentiality & Privacy Policy and our data protection policy.

LD Training Services uses the information from our learners and potential learners to improve our service. We respect your privacy and we take it very seriously.

Information is collected when you make an enquiry, whether by telephone, in person or via email. This information includes your personal details including your name, address, contact details and details about the service you require. This enables us to respond to your enquiry in an informed manner to provide a better service.

By using our enquiry service, whether by telephone, in person or via email, you are consenting to the collection of your personal details by LD Training Services.

We are required however, to share this information with 2 organisations as follows:

In the event that Government funding is utilised to deliver the service to you, we may need to share your information with the Government funding agents, for example, Learning & Skills Council, as part of our contractual reporting.

In the event that you may need a service that we are unable to offer we may be able to refer you to another organisation. In this case, you will be consulted before the referral is made and be given full details of the referral organisation before we contact them.

Our enquiry records are kept for a maximum of 1 year and our service delivery records are kept from between two and five years depending upon the service delivered and whether government funding has been used.

