

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

TTT POLICY DOCUMENT

Privacy Notice

How TTT collects and uses your personal data and what rights you have.

Document Control

Document Title	Privacy Notice
Version	1.0
Effective Date	22 April 2026
Next Review Date	22 April 2027
Data Controller	The Teacher Trainer Ltd, Regus House, Fairbourne Drive, Atterbury, Milton Keynes MK10 9RG
Data Protection Lead	Phenil Mehta, phenil@theteachertrainer.co.uk, 01908 736 777
Approved By	Phenil Mehta, Centre Manager
Classification	Public
Applies To	Learners, prospective learners, visitors, suppliers and third parties

Privacy Notice

1. About This Notice

This Privacy Notice explains how The Teacher Trainer Ltd (TTT) collects, uses, stores and protects the personal data of its learners, prospective learners, visitors to the TTT website, suppliers and third parties. It also explains your rights under the UK GDPR and the Data Protection Act 2018 and how to exercise them. This Notice is a plain-English companion to TTT's Data Protection and GDPR Policy.

2. Who We Are

The Teacher Trainer Ltd is the Data Controller for the personal data described in this Notice. Our contact details are:

- The Teacher Trainer Ltd, Regus House, Fairbourne Drive, Atterbury, Milton Keynes MK10 9RG
- Email: dataprotectionofficer@theteachertrainer.co.uk
- Telephone: 01908 736 777
- Website: www.theteachertrainer.co.uk

TTT is registered with the Information Commissioner's Office.

3. What Personal Data We Collect

The personal data we collect depends on your relationship with us. Typical categories are:

If you are	We may collect
A prospective learner	Name, email address, phone number, enquiry content, marketing preferences, IP address.
An enrolled learner	Identity information and a copy of photographic ID; employer or sponsor details; date of birth; postal address; qualification history; assessment evidence; tutor, assessor and IQA feedback; recordings of live sessions where you are present; video assessments; payment records.
Disclosing support needs	Disability, long-term health condition, specific learning difficulty or other support requirements, so we can provide reasonable adjustments.
A supplier or business contact	Name, role, business contact details, contract and payment details.
A visitor to our website	IP address, device and browser information, pages visited, referral source and cookie preferences (see the Cookies Policy).

4. Why We Use Your Data and the Lawful Basis

Purpose	Lawful Basis	Example
Delivering your course	Contract	Setting up LMS access, marking assessments, issuing certificates.
Meeting legal and regulatory duties	Legal obligation	Retaining assessment records for the Awarding Organisation, keeping financial records for HMRC, safeguarding duties.
Running our business well	Legitimate interests	Quality assurance, IQA and EQA sampling, service improvement, fraud and malpractice prevention.
Letting you know about related courses	Legitimate interests (existing learners) or Consent (prospects)	Sending updates on new qualifications or CPD opportunities.
Recording video assessment or live sessions	Consent + Contract	Capturing assessment evidence with explicit consent recorded at the start of each session.
Responding in an emergency	Vital interests	Contacting emergency services or a next of kin where safety is at immediate risk.

Where we process special category data (for example, health data to provide reasonable adjustments or equality monitoring data), we additionally rely on an Article 9 condition: explicit consent, employment and social security obligations or substantial public interest.

5. Who We Share Your Data With

We only share your personal data where there is a lawful reason to do so, including with:

- Awarding Organisations (Focus Awards, Highfield Qualifications, YMCA Awards and others) for learner registration, assessment sampling and certification
- Ofqual and other regulators, where the law requires
- Our employed and contracted Course Tutors, Assessors, IQAs and administrative staff, under confidentiality obligations
- Our cloud service providers (Learning Management System, email, file storage, finance system, CRM, etc.), acting as data processors under written contracts
- Your employer or sponsor where they have paid for your course and you have consented to basic progress updates
- Our resellers, but only the information needed to introduce and onboard you, under the Reseller Policy and Agreement
- Law enforcement, safeguarding partners, the Police and courts where a legal basis applies
- Our professional advisers (legal, accounting, insurance, etc.) under their own confidentiality duties

We do not sell your personal data to anyone.

6. International Transfers

Where any of our suppliers processes your personal data outside the United Kingdom, we protect it using one of the following UK-recognised safeguards: a UK adequacy decision, the UK International Data Transfer Agreement, the UK Addendum to the EU Standard Contractual Clauses or the UK Extension to the EU-US Data Privacy Framework. You can request further information about the safeguard used for any specific transfer.

7. How Long We Keep Your Data

We keep your personal data only as long as we need it. Typical retention periods are summarised below; the full schedule is in the Data Retention and Disposal Policy.

Category	Typical Retention
Learner assessment records and certification claims	Minimum 3 years after certification or longer if the Awarding Organisation requires
Financial records (invoices, payments)	6 years, in line with HMRC
Enquiries that did not result in enrolment	Up to 12 months
Marketing preferences and unsubscribes	Held for as long as needed to respect your choice
Complaints and appeals records	Minimum 3 years after the case is closed
Video assessment recordings	Minimum 3 years after certification or longer if the Awarding Organisation requires
Website analytics and cookies	As set out in the Cookies Policy

8. Your Rights

Under UK data protection law, you have the following rights:

- Right to be informed about how your data is used (this Notice)
- Right of access, to ask for a copy of the personal data we hold about you
- Right to rectification, to correct inaccurate or incomplete data
- Right to erasure in certain circumstances (we may need to keep some records to meet legal or regulatory duties)
- Right to restrict processing while a dispute is resolved
- Right to data portability where processing relies on consent or contract
- Right to object to processing based on legitimate interests; an unqualified right to object to direct marketing
- Right not to be subject to solely automated decisions with significant effects. TTT does not make such decisions.

To exercise a right, email dataprotectionofficer@theteachertrainer.co.uk. We respond within one calendar month and may extend this by a further two months for complex requests, telling you within the first month.

9. Cookies and Online Tracking

Our website uses essential cookies to make the site work and, with your consent, non-essential cookies for analytics and preferences. You can change your cookie preferences at any time. Full details are in the Cookies Policy.

10. Marketing Communications

We may contact existing learners about related courses and CPD opportunities on the basis of legitimate interests (soft opt-in). For prospective learners we rely on consent. Every marketing message includes a clear way to opt out (Unsubscribe). To stop marketing at any time, email admin@theteachertrainer.co.uk.

11. Security

We apply appropriate technical and organisational measures to protect your personal data, including access controls, encryption in transit, strong authentication, staff training and supplier due diligence. Details are in the Information Security and Cyber Security Policy.

12. If Something Goes Wrong

If you are concerned about how we have handled your personal data, please raise it with us first by emailing dataprotectionofficer@theteachertrainer.co.uk. We take every concern seriously. If you are not satisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.

13. Changes to This Notice

We review this Notice at least annually and may update it earlier where law, guidance or our practices change. The current version is always available on the TTT website. Material changes are communicated to active learners by email.

14. Related Documents

This Notice should be read alongside:

- Data Protection and GDPR Policy
- Data Retention and Disposal Policy
- Cookies Policy
- Information Security and Cyber Security Policy
- Video Assessment Policy
- Safeguarding and Prevent Duty Policy
- Course Terms and Conditions

15. Version History

Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	Learner-facing companion to the Data Protection and GDPR Policy, covering data collected, purposes and lawful bases, recipients, international transfers, retention, rights, cookies, marketing, security and ICO escalation.

16. Approval

This Notice has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta
Name

P Mehta
Signature

22/04/2026
Date