

2025

KMP 009A Privacy Notice



Policies and Procedures

Privacy Notice

Group Horizon Ltd (hereinafter referred to as "GHL") is committed to protecting your personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This Privacy Notice outlines how we collect, use, store, and share your personal information.

Data Controller

GHL, located at G24 The Avenues, Eleventh Avenue North, Team Valley Trading Estate, Gateshead, NE11 0NJ, is the data controller responsible for your personal data.

Personal Data We Collect

We may collect and process the following personal information:

Identification Details: Name, date of birth, and gender.

Contact Information: Postal address, telephone number, email address, and emergency contact details.

Financial Information: Bank account details and, where applicable, credit/debit card information.

Technical Data: IP address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our website.

Usage Data: Information about how you use our website, products, and services, including the Uniform Resource Locators (URLs) clickstream to, through, and from our site, services viewed or searched for, page response times, download errors, length of visits to certain pages, and page interaction information.

Educational and Professional Information: Qualifications, experience, courses attended or delivered, unique learner numbers, and details of sickness or absence.

How We Collect Your Personal Data

We collect personal data through various methods:

Direct Interactions: You may provide personal data when you communicate with us via email, phone, or letter.

Third Parties: Your employer or referral agencies may share your personal data with us when you enrol in a course we provide.

Public Sources: We may obtain information from publicly available sources, such as social media platforms, depending on your privacy settings.

Automated Technologies: As you interact with our website, we may automatically collect technical data using cookies and similar technologies.

Purpose and Legal Basis for Processing Personal Data

We process your personal data for the following purposes:

Service Delivery: To register you as a learner, administer examinations, conduct assessments, issue results and certificates, and handle reviews or appeals.

Communication: To respond to inquiries, provide information about our services, and notify you of changes.

Compliance: To fulfil legal obligations, such as reporting to educational authorities and funding bodies.

Improvement: To analyse and enhance our services, activities, and website performance.

Security: To maintain the safety and security of our facilities and IT systems.

Fraud Prevention: To detect and prevent fraud or misuse of our services.

The legal bases for processing your personal data include the performance of a contract, compliance with legal obligations, consent (where applicable), and legitimate interests pursued by GHL or third parties.

Sharing Your Personal Data

We may share your personal data with:

- **Awarding Organisations and Funding Bodies:** To facilitate your learning and certification.
- **Educational Authorities:** Such as the Department for Education, Welsh Government, and the Education and Skills Funding Agency (ESFA).
- **Service Providers:** Third-party suppliers and subcontractors supporting our operations, including IT services and professional advisors.
- **Regulatory Bodies:** Such as Ofqual, Qualifications Wales, and Ofsted, to comply with regulatory requirements.
- **Law Enforcement:** Where required by law or to protect the rights, property, or safety of GHL and others.

Data Security

We implement appropriate technical and organizational measures to protect your personal data from unauthorised access, alteration, disclosure, or destruction. Our security practices include secure storage solutions, access controls, and regular security assessments.

Data Retention

We retain your personal data only as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce agreements. Some information, including core learner data, may be retained indefinitely for statistical purposes.

Your Rights

Under data protection laws, you have the following rights:

Access: Request copies of your personal information.

Rectification: Request correction of inaccurate or incomplete data.

Erase: Request deletion of your personal data under certain conditions.

Restriction: Request limitation of processing your personal data.

Objection: Object to processing based on legitimate interests or direct marketing.

Data Portability: Request transfer of your data to another organization or to you.

To exercise these rights, please contact us using the details provided below.

Contact Information

If you have questions or concerns about this Privacy Notice or wish to exercise your rights, please contact our Quality Compliance Department:

Email: info@grouphorizon.co.uk

Telephone: 0191 4977722

Post: Group Horizon Ltd, G24 The Avenues, Eleventh Avenue North, Team Valley Trading Estate, Gateshead, NE11 0NJ

Changes to This Privacy Notice

We may update this Privacy Notice periodically to reflect changes in our practices or legal requirements. Any updates will be posted on our website, and where appropriate, notified to you by email. Please review this Notice regularly to stay informed about how we protect your personal data.

By engaging with GHL, you acknowledge that you have read and understood this Privacy Notice and agree to the collection and use of your personal data as described herein.