

## Data Protection Compliance Statement

This is the Data Protection Compliance Statement of Daisy Training.

Daisy Training needs to collect and use certain types of information about the people with whom it deals in order to operate. This includes current, past and prospective employees, self-employed contractors operating as NMH Support Workers, students, Higher Education Providers (HEPs) and other individuals with whom it communicates. We may also be required by law to collect and use certain information to comply with government, regulatory or audit obligations.

We regard the lawful and correct treatment of personal information as very important to our successful operations and to maintaining confidence between ourselves and those with whom we deal. We therefore fully endorse and adhere to the data protection principles set out in the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (as amended).

**UK GDPR Principles** We ensure that personal data is:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes and not further processed in a manner incompatible with those purposes
- Adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed
- Accurate and, where necessary, kept up to date
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage
- Handled in accordance with the principle of accountability (we are responsible for, and must be able to demonstrate compliance with, the above principles)

**Our Commitments** Through appropriate management and controls, Daisy Training will:

- Observe fully the conditions regarding the fair collection and use of information
- Meet our legal obligations to specify the purposes for which information is used
- Collect and process only the information needed to fulfil operational needs or legal requirements
- Ensure the quality of the information used
- Apply appropriate retention periods and securely delete or anonymise information when no longer required
- Ensure that the rights of individuals about whom information is held can be fully exercised (including the right to be informed, right of access, right to rectification, erasure, restriction, portability and objection)

- Take appropriate technical and organisational security measures to safeguard personal information
- Ensure that personal information is not transferred outside the UK without suitable safeguards

### **Additional Assurances**

- We have a designated individual with specific responsibility for data protection.
- All staff and contractors who manage or handle personal information are appropriately trained, supervised and contractually bound to follow good data protection practice.
- We maintain a Data Protection Policy which is reviewed at least annually.
- No information concerning a data subject that is provided to us, or obtained during the course of student support, will be used for any purpose other than to arrange, conduct and administer that support. At all stages we act as a data processor in respect of student personal data and comply fully with the UK GDPR and Data Protection Act 2018.

**Data Subject Access Requests (DSAR)** Individuals have the right to request access to the personal data we hold about them. Requests are free of charge (unless manifestly unfounded or excessive). We will respond without undue delay and within one calendar month of receipt.

Data Subject Access Requests should be sent to: [admin@daisytraining.com](mailto:admin@daisytraining.com)

**Data Breaches** In line with the UK GDPR, we will report any notifiable personal data breach to the Information Commissioner's Office (ICO) without undue delay and, where feasible, not later than 72 hours after becoming aware of it. We will also notify affected individuals without undue delay where the breach is likely to result in a high risk to their rights and freedoms.

**Further Information** For a copy of our full Data Protection Policy or any questions about how we handle personal data, please contact [admin@daisytraining.com](mailto:admin@daisytraining.com).