

## **General Data Protection Regulations 2018 (GDPR) Privacy Notice**

The information provided below briefly explains why Southern Energy Training & Assessments collects information about you, how we keep it safe and confidential and how that information may be used.

### **Why we collect information about you**

Training and assessment organisations who provide courses are required to maintain records about your qualifications held, training and assessments carried out with us and personal details. We collect and hold data for the purpose of providing courses at the correct level necessary and as proof of training processes conducted.

### **Details we collect about you**

As a training and assessment establishment who provide you with courses, we maintain records about your personal details, and courses you have conducted and the qualifications you hold. Records which we may hold about you include;

- Your name, address, date of birth
- Your national insurance number, your unique learner number
- Your email address, and/or telephone contact number
- Notes and reports about your training carried out with us
- Qualification results for courses carried out with us, and/or copies of previous qualifications held
- Any contact the centre has had with you, such as emails

### **How we keep your information confidential and safe**

All our learner records are kept electronically. Our information is stored on a secure server which is protected by appropriate security with access being restricted to authorised personnel only. For more information please ask Sophia who is authorised to view the learner records.

### **How we use your information**

We maintain our duty of care to you always and will only pass on information about you if this is a requirement of the certification process. We will always contact you should a different organisation wish to obtain your details for any given reason.

### **Accessing your learner record**

You have the right to be aware of your learner record held by us, at Southern Energy Training & Assessments. However, we will not provide you with copies of the documentation held, only a list of what we hold. The reason for this being, that the documentation we hold is for the purposes of assessments, and this documentation cannot be published.



**Southern Energy  
Training & Assessments**

GAS | PLUMBING | ELECTRICAL | CONSTRUCTION

## Complaints

If you have any concerns or are unhappy about any of our services, please contact either Centre Manager John Razzell or the Company Director Sophia Razzell. Details of how to make a complaint are available at reception.

For independent advice about data protection, privacy and data sharing issues you can go on [www.ico.org.uk](http://www.ico.org.uk)

Training courses for:



**Gas**



**Plumbing**



**Electrical**



**Construction**

t: 023 9217 6519 | e: [enquiries@setauk.com](mailto:enquiries@setauk.com) | [www.setauk.com](http://www.setauk.com)

Located at the back of Units 1-3 Solent Building, Southmoor Lane, Havant PO9 1JW  
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