



Privacy Policy

Our contact details

Named contact: Sue Ward

Address: Mill Lane Studios, Mill Lane, Barnstaple, Devon EX31 1JQ

Phone Number: 07527 992059

E-mail: vistaeducation.centre@gmail.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contact information and characteristics including (where required) medical information
- Information about previous qualification achievement

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To ensure we can deliver training to you and provide certification

We use the information that you have given us in order to ensure we despatch our duty of care to you and to provide the contracted service (qualification delivery and certification).

We may share this information with members of the Vista Education team, our Awarding Body, Ofqual.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent (through e.g. the completion of enrolment and registration documents). You are able to remove your consent at any time. You can do this by contacting Vista Education using the contact details at start of this document. Please note that if you remove your consent for us to process or hold your information then this may impact on our ability to provide services to you. An example of this would be that we need to share your personal information with our Awarding Body so that they can issue certificates upon successful completion

(b) We have a contractual obligation.

(c) We have a legal obligation (for example to register you with an Ofqual regulated organisation).

(d) We have a vital interest.

(e) We have a legitimate interest.

How we store your personal information

Your information is securely stored either online using a third-party, password protected service such as google Drive or paper-based at our premises.

We keep personal information for varying lengths of time depending on the required use of that personal information. For example, we are required to keep your qualification portfolio for 3 years for the purposes of quality assurance. We may keep other data for 7 years or in line with any prevailing legal requirements. We will then dispose your information by securely shredding paper documents and deleting electronic documents.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the details at the start of this document if you wish to make a request.

How to complain

Vista Education is registered with the ICO through its “parent” organisation: Vista Wellbeing CIC”.

If you have any concerns about our use of your personal information, you can make a complaint to us using the details supplied at the start of this document.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Policy Review: this policy will be reviewed annually as a minimum.

Responsible Person: Sue Ward

Created: October 2021

Date of next review: August 2025