

LEARNING SPOT LTD

Trading as The Builders Academy™

Data Protection and Privacy Policy

1. Introduction

Learning Spot Ltd trading as The Builders Academy™ (“The Builders Academy™”, “we”, “us”, or “our”) is committed to protecting the privacy, confidentiality, integrity, and security of personal data.

This Data Protection and Privacy Policy explains how we collect, process, store, manage, protect, and use personal information in accordance with:

- the UK General Data Protection Regulation (UK GDPR);
- the Data Protection Act 2018;
- the Privacy and Electronic Communications Regulations (PECR); and
- other applicable UK data protection and privacy legislation.

By using our services, website, systems, or courses, you acknowledge and agree to the practices described within this Policy.

2. Scope

This Policy applies to:

- learners;
- customers;
- website users;
- employees;
- contractors;
- assessors;
- trainers;
- subcontractors;
- resellers;
- Training Partners; and
- any third party processing personal data on our behalf.

This Policy applies to all personal data processed by us in electronic, paper, verbal, visual, or other formats.

3. Data Controller

For the purposes of applicable data protection legislation, Learning Spot Ltd trading as The Builders Academy™ acts as the Data Controller in relation to personal data processed in connection with its business activities, training services, websites, learning systems, and learner administration.

As Data Controller, we determine the purposes for which and the manner in which personal data is processed.

In certain circumstances, we may also process personal data jointly with awarding bodies, Training Partners, subcontractors, resellers, or service providers where necessary for training delivery, certification, compliance, or operational purposes.

4. Data Protection Principles

We are committed to ensuring personal data is:

- processed lawfully, fairly, and transparently;
 - collected for specified, legitimate purposes;
 - adequate, relevant, and limited to what is necessary;
 - accurate and kept up to date;
 - retained only for as long as necessary;
 - processed securely and protected against unauthorised or unlawful access, loss, destruction, or damage; and
 - processed in accordance with the rights of data subjects.
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5. Personal Data We May Collect

Depending on the services provided, we may collect and process:

- names;
- addresses;
- telephone numbers;
- email addresses;
- dates of birth;
- learner identification documents;
- photographs where required for certification;
- employment details;
- payment information;
- training records;
- assessment results;
- certification details;

- login records;
 - IP addresses and online activity;
 - CCTV footage where applicable;
 - communications and correspondence; and
 - any other information reasonably necessary for training delivery, certification, or legal compliance.
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6. How We Collect Information

We may collect personal data:

- directly from customers or learners;
 - through course registrations and enrolments;
 - via website forms and online portals;
 - through Learning Management Systems (LMS);
 - from Training Partners or resellers;
 - through communications by email, telephone, or messaging systems;
 - through cookies and analytics technologies;
 - from awarding bodies or accreditation organisations; and
 - from publicly available sources where lawful and appropriate.
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7. Lawful Basis for Processing

We process personal data only where a lawful basis applies, including:

- performance of a contract;
 - compliance with legal obligations;
 - legitimate business interests;
 - consent where required; and
 - protection of vital interests where applicable.
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8. How We Use Personal Data

Personal data may be used for:

- course bookings and administration;
- learner support;
- training delivery;
- examinations and assessments;
- certification and awarding body requirements;
- communication regarding services;
- fraud prevention and payment verification;
- debt recovery procedures;

- safeguarding and health and safety purposes;
 - quality assurance and auditing;
 - legal and regulatory compliance;
 - website administration and security; and
 - improvement of services and systems.
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9. Sharing Personal Data

We may share personal data where reasonably necessary with:

- awarding bodies;
- accreditation organisations;
- Training Partners;
- subcontractors;
- payment providers;
- IT service providers;
- insurers;
- professional advisers;
- regulatory authorities; and
- law enforcement or government bodies where legally required.

We require third parties processing personal data on our behalf to maintain appropriate confidentiality and security measures.

10. Cookies and Website Tracking

Our website may use cookies, analytics tools, and similar technologies to:

- improve website functionality;
- analyse website traffic and usage;
- remember user preferences;
- enhance user experience; and
- support website security and performance.

Users may manage cookie preferences through browser settings where applicable.

Disabling cookies may affect website functionality or access to certain services.

Because the modern internet apparently requires websites to ask permission before storing tiny text files nobody reads but everyone fears.

11. Marketing Communications

Where permitted by law, we may send communications relating to:

- courses;
- training updates;
- services;
- promotions; or
- relevant industry information.

Individuals may opt out of marketing communications at any time by:

- using unsubscribe links where available; or
- contacting us directly.

We do not sell personal data to third parties.

12. Data Security

We implement reasonable technical and organisational measures designed to protect personal data against:

- unauthorised access;
- accidental loss;
- unlawful processing;
- destruction;
- disclosure; or
- alteration.

Security measures may include:

- password protection;
- restricted access permissions;
- encrypted systems where appropriate;
- anti-virus and firewall protections;
- secure cloud storage;
- secure disposal procedures; and
- staff awareness and training.

Whilst reasonable measures are taken, no online system can ever be guaranteed completely secure.

13. Data Retention

Personal data shall only be retained for as long as reasonably necessary for:

- training administration;
- certification requirements;
- legal obligations;

- audit requirements;
- dispute resolution; and
- legitimate business purposes.

Retention periods may vary depending on awarding body rules, contractual obligations, or legal requirements.

Where data is no longer required, it will be securely deleted, anonymised, or destroyed.

14. Data Subject Rights

Under applicable data protection legislation, individuals may have rights including:

- the right to access personal data;
- the right to request correction of inaccurate information;
- the right to request erasure in certain circumstances;
- the right to restrict processing;
- the right to object to processing;
- the right to data portability where applicable; and
- rights relating to automated decision-making where relevant.

Requests relating to personal data should be submitted in writing using the contact details below.

We may request proof of identity before processing requests.

15. Data Breaches

Any actual or suspected personal data breach must be reported immediately to management.

Where required, we may:

- investigate the breach;
 - notify affected individuals;
 - notify the Information Commissioner's Office (ICO); and
 - take appropriate remedial action.
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16. Staff and Third-Party Responsibilities

Employees, trainers, subcontractors, resellers, Training Partners, and any persons handling personal data on behalf of The Builders Academy™ must:

- comply with this Policy;
- process personal data only where authorised;
- maintain confidentiality;
- report security concerns promptly; and
- follow all security and data handling procedures.

Failure to comply with this Policy may result in disciplinary action, termination of contracts, legal action, or regulatory reporting where appropriate.

17. International Transfers

Where personal data is transferred outside the United Kingdom, we will take reasonable steps to ensure appropriate safeguards are in place in accordance with applicable data protection legislation.

18. Policy Updates

This Policy may be reviewed and updated periodically to reflect:

- legal changes;
- operational requirements;
- regulatory guidance; or
- security improvements.

The latest version of this Policy will be made available through our website or upon request.

19. Contact Information

For questions regarding this Policy or personal data matters, please contact:

Learning Spot Ltd
Trading as The Builders Academy™

Email: admin@thebuildersacademy.co.uk

Website: www.thebuildersacademy.co.uk

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your personal data has been processed unlawfully.