

RPA 2000

Correspondence to:

RPA2000 Ltd

DS009, Dartington Hall, Dartington, Devon TQ9 6EN

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Privacy Notice

Who We Are

RPA2000 Ltd gathers and processes your personal information in accordance with this privacy notice and in compliance with the General Data Protection Regulation. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Our registered office is at DS009, Dartington Hall, Devon TQ9 6EN and we are a limited company with registration number 03925117. We are registered on the Information Commissioner's Office Register; registration number Z468527X, and act as the data controller when processing your data. Our designated Data Protection Appointed Person is Joanne Stewart who can be contacted via DS009, Dartington Hall, Devon TQ9 6EN or email address admin@rpa2000.org.uk

Information That We Collect

RPA2000 processes your personal information to meet our legal, statutory and contractual obligations. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we collect from you includes: -

- Name
- Home Address/Personal email (if provided)
- Business Address/Email
- Daytime landline Telephone Number/Mobile Telephone Number
- Employment history
- Professional work and experience details
- Any complaint or disciplinary procedure involving you

How We Collect Data

We collect personal data about you in connection with your application for specialist certification from your application form(s) and from your interactions with us whether over the phone, in person, in writing, or through our website or emails.

How We Use Your Personal Data (Legal Basis for Processing)

We take your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. **The purposes and reasons for processing your personal data are detailed below: -**

- We collect your personal data in order to process and manage your application for specialist certification of competence
- We collect and store your personal data as part of our legal obligation for business accounting and tax purposes

- We will share your personal data with Harris Associates (our contracted administrator) to process your application and manage all aspects of your application for certification;
- We will share your basic personal information such as your name, certificate number and certificate expiry date with the regulator and will also publish it on our website as required by law
- We will occasionally send you information where we have assessed that it is beneficial to you as a certificate holder (or prospective certificate holder) and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests

Your Rights

You have the right to access any personal information that we process about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (where applicable) in accordance with the data protection laws. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. We use a **third-party** to provide administrative services; however this company, acting on our behalf, only processes your data in accordance with instructions from us and complies fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

Harris Associates

We use Harris Associates for all administrative services in connection with processing applications for certification. They act in the capacity of a processor on our behalf. The only information we provide them with is your name, address, other contact details, application form(s) and payment details to meet legal requirements.

Safeguarding Measures

We take your privacy seriously and every reasonable measure and precaution is taken to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, *including*: -

Restricted access, IT authentication, Firewalls, Anti-virus/malware, Secure Backups

Transfers Outside the EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. We do not transfer or store any personal data outside the EU.

Legitimate Interests

As noted in the 'How We Use Your Personal Data' section of this notice, we process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment

(LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

We use the 'legitimate interests' legal basis for processing the personal information provided in your application or correspondence and have identified that our interests are to manage the process related to your application for certification.

How Long We Keep Your Data

We only ever retain personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed. We retain portfolios for a period of seven years, after which time they are destroyed via shredding. We will remove your personal data from our database within 6 months after you have confirmed that you will not be applying to renew the certificate.

Lodging a Complaint

We only process your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

RPA2000 Ltd

DS009 Dartington Hall Devon TQ9 6EN E: admin@rpa2000.org.uk

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

T: 01625545 745 E: casework@ico.org.uk

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