



GDPR Policy

Introduction

Lucelly Consultancy is committed to safeguarding the privacy and protection of personal data. This Data Protection Policy outlines our approach to handling personal data responsibly and in compliance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018, and other applicable data protection laws in the UK.

Data Controller and Data Protection Officer

The Data Controller for personal data processed by Lucelly Consultancy Ltd is Louise Dodds, Director.

Principles of GDPR

Lucelly Consultancy adheres to the following principles:

- Lawfulness, fairness, and transparency.
- Purpose limitation.
- Data minimisation.
- Accuracy.
- Storage limitation.
- Integrity and confidentiality.

Why we process your information

We generally process your information when we need to do so to fulfil a contractual obligation (for example, to process your NVQ registration or where we or someone we work with needs to use your personal information for a reason related to their business (for example, to provide you with a training service via a third party or your details are sent to any of our freelance NVQ assessors or IQA).

Laws in the European Economic Area ("EEA") and in the United Kingdom ("UK") call these reasons "legitimate interests."

These “legitimate interests” include:

- Preventing risk and fraud.
- Answering questions or providing other types of support.
- Providing and improving our products and services.
- Assisting with marketing, advertising, or other communications.

We only process personal information for these “legitimate interests” after considering the potential risks to your privacy and balancing any risks with certain measures—for example, by providing clear transparency into our privacy practices, offering you control over your personal information where appropriate, limiting the information we keep, limiting what we do with your information, who we send your information to, how long we keep your information for.

Lucelly Consultancy Ltd may process personal data necessary for the provision of NVQ services. This may include, but is not limited to, names, contact details, company details, employment history, and assessment results.

We may also process your personal information where you have provided your consent. In particular, where we cannot rely on an alternative legal basis for processing, where you direct us to transfer information to a third party, where we receive your data from a third party is sourced and it already comes with consent or where we are required by law to ask for your consent (including in the context of some of our sales and marketing activities). At any time, you have a right to withdraw your consent by changing your communication choices, opting out from our communications or by contacting us.

Your Consent

By using our website “Get in Touch” facility, completing our registration form or contacting us via telephone, email or face to face, you are passing your consent for Lucelly Consultancy Ltd to store and use your information for the purposes of working with us.

We will only pass your information onto third parties associated with a NVQ registration (such as our Assessors and IQA’s, other NVQ Centre Partners, and/or Awarding Bodies) or referral to one of our training partners but only at your request. Your data will be held securely and treated confidentially and will not be disclosed to external parties other than as required for the purposes described above.

When you provide your information to us directly via one of the methods mentioned above we only ask you to provide information that we need in order to provide the service you have requested. We will normally ask you to provide us with, as a minimum:

1. Your name.
2. Your contact details.
3. Your company details.

Where we send your information

If you do decide to work with us to complete an NVQ, we will also ask for further information about you or your company including, but not limited to, copies of previous training certificates, Photo I.D., D.O.B., CSCS card no. (if applicable), address details and National Insurance numbers (for individual candidates), contact details, disability as necessary, company information for NVQ evidence purposes, photographs or system screenshots etc.

Lucelly Consultancy Ltd, other NVQ Centres and Training Providers we work with will also need your Company's bank details to process and invoice for services provided.

Lucelly Consultancy, however does not invoice you direct for any training services or any NVQ's we do not provide and these will come from our Partners.

However we will facilitate this process on your behalf so that you have a seamless experience.

The information you provide to us will be used to process your NVQ registration and will only be done so with your consent.

We will never share or sell your data to any other company without your prior consent other than those processors we use for our business operations who process your data under their control, these are:

- Partner NVQ Assessors and IQA's.
- Partner NVQ Centre's we work with.
- Third Party Training providers where you have expressed an interest to learn more about their services.
- IT support providers where it is deemed necessary for them to access our database to provide IT support, including the E-portfolio system we use to collate your NVQ evidence.
- Your company if they have booked or paid for your training.
- Legal representatives if necessary.
- Awarding Bodies for the purpose of processing your registration and paperwork for certification.
- Any other circumstances that have been expressly asked for by legal, courts or police personal. In these circumstances, we may be asked to provide share your information without your prior consent.

Once this information is transferred to them for processing with your consent, they will also need to look after your data in line with General Data Protection regulations (GDPR) 2018.

Information provided to us by one of our NVQ Centre and Training Partners

As we work with other NVQ Centre's and Training Partners, they may on occasion share your contact details with us if they believe you would benefit from our service and/or you have registered interest with them on our services.

If you do get contacted by us and are not happy to consent for us to hold your data, please contact us at assessor@lucellyconsultancy.org.uk and we will remove you from our database.

Data Security

Lucelly Consultancy Ltd will implement appropriate technical and organisational measures to ensure the security of personal data. This includes protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage.

Data Breach Response

In the event of a data breach, Lucelly Consultancy Ltd will promptly assess the risk and, if required, report the breach to the Information Commissioner's Office (ICO) and affected data subjects in accordance with GDPR requirements.

Your rights over your data

We believe you should be able to access and control your personal information and you have the right to request access to, correct, amend, delete, port to another service provider, restrict, or object to certain uses of your personal information. We will not charge you more or provide you with a different level of service if you exercise any of these rights.

Please note that a number of these rights apply only in certain circumstances, and all of these rights may be limited by law.

If you are no longer happy to consent for us to hold your data, please contact us at assessor@lucellyconsultancy.org.uk and we will remove you from our database.

If you are still not satisfied in any way how we process this request, you can refer to the Information Commissioner's Office: <https://ico.org.uk/concerns/>

Training and Awareness

All Lucelly Consultancy direct employees will receive training on data protection principles and their responsibilities. Awareness programmes will be conducted regularly to ensure compliance.

Review and Amendment

This policy will be reviewed regularly to ensure its ongoing compliance with GDPR legislation and industry best practices. Changes will be made as necessary.