



MSD Independent Ltd ("we" / "us") are committed to protecting and respecting any personal information you share with us. Personal information means any information about an individual from which that person can be identified. It does not include data where that information has been removed (anonymous data).

MSD Independent Ltd is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under the data protection legislation to notify you of the information contained in this notice.

This statement describes what types of personal information we collect from you, how it is used by us, how we share it with others, how you can manage the information we hold and how you can contact us.

We will always give you the option not to receive marketing communications from us or our Partner Colleges. We will never send you unsolicited junk email or communications, or share your data with anyone else who might. We do not sell your information to third parties, but we do work closely with selected College partners who help us to provide you with the information, products and services that you request from us regarding Distance learning Courses

The contents of this statement do not form part of any contract that we may have with you and we may change it from time to time so you may wish to check this page occasionally to ensure you are still happy to share your information with us. Where possible, we will also contact you directly to notify you of these changes.

What information we collect?

We collect personal information about you when you contact us or engage with our website, applications or a College partner. We only collect information which is necessary, relevant and adequate for the purpose you are providing it for.

We collect information about you when you use MSD Independents websites, applications, when you visit one of our businesses and when you are in contact with a member of staff by telephone, email or in person. The information we collect, store and use includes some or all of the following:

Name (including title);

Address;

Phone number;

Date of birth;

Email address;

Driving licence details

Your IP address;

Details of any enrolments carried out by us.

Where you engage with us in a business context, we may collect your job title, company contact details (including email address), and company details;

Voice recordings of calls you make & receive from MSD Independent Ltd

Any information within correspondence you send to us;

How do we use this information?

MSD Independent will only process information that is necessary for the purpose for which it was collected and how the law allows us to. You will always have the option not to receive marketing communications from us (and you can withdraw your consent or object at any time). We will never send you unsolicited junk email or communications, or share your personal information with anyone else who might.

There are various ways in which we may use or process your personal information. We list these below:

Consent:

Where you have provided your consent, we may use and process your information to:

Share your personal information with our recommended College partners, with marketing information about their products and services (we will, of course, give you details about these third parties before you give permission for us to send information to them)

You can withdraw your consent at any time by contacting the third-party partners on the details provided within their Privacy Statements:

Contractual performance

We may use and process your personal information where this is necessary to perform a contract with you and to fulfil and complete your courses entered into with us (or one of our selected partners)

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you, such as the provision of goods or services.

Legitimate Interests

We may use and process your personal information as set out below where it is necessary for us to carry out activities for which it is in our legitimate interest as a business to do so.

Processing necessary for us to support Students with advice, assistance and other enquires

To respond to correspondence you send to us and fulfil the requests you make to us

Contact you from time to time about promotions, events, products, services or information which we think may be of interest to you (don't worry, we won't bombard you);

Processing necessary for us to respond to understanding customers' needs

To undertake research (including contacting you with customer surveys) so that we can better understand you as a customer and provide tailored offers, products and services that we think you will be interested in

Processing necessary for us to promote our business, brands and products and measure the research and effectiveness of our campaigns

To send you marketing information from time to time after you have a product or service from us or made an enquiry, or requested other information of interest. We will only contact you with the information about our own products and services (and in ways the law allows), which we hope you will like. You have the right to object to us sending you this information at any time.

To contact you from time to time with marketing information (unless you object) if you have expressly indicated to us that you are acting on behalf of a business or where we have obtained your business contact details from an online or public business directory. In relation to any such information we send by email or SMS, we include an option allowing you to object to receiving future messages by unsubscribing;

To contact you with targeted advertising delivered online through social media and other platforms operated by other companies, unless you object. You may receive advertising based on information about you that we have provided to the platform or because, at our request, the platform has identified you as having similar attributes to the individuals whose details it has received from us. To find out more, please refer to the information provided in the help pages of the platforms on which you receive advertising from us;

To identify and record when you have received, opened or engaged with our website or electronic communications);

To administer competitions and promotions that you enter with us from time to time and to distribute prizes;

Processing necessary for us to operate the administrative and technical aspects of our business efficiently and effectively

For network and information security purposes i.e. in order for us to take steps to protect your information against loss, damage, theft or unauthorised access;

To comply with a request from you in connection with the exercise of your rights (for example where you have asked us not to contact you for marketing purposes, we will keep a record of this within our management system in order to be able to comply with your request);

To inform you of updates to our terms and conditions and policies.

Legal Obligation

If you fail to provide certain information when requested, we may be prevented from complying with our legal obligations.

Vital Interest

How do we share this information?

We will share your personal information with third parties Colleges or within MSD Independent where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

We do not sell your information to third parties or /and third-party suppliers who fulfil business activities for us, which necessitates the sharing of information.

We take steps to ensure that any third-party partners who handle your information comply with data protection legislation and protect your information just as we do. We only disclose personal information that is necessary for them to provide the service that they are undertaking on our behalf.

How long do we keep your information for?

We will not hold your personal information in an identifiable format for any longer than is necessary, including for the purposes of satisfying any legal, accounting or reporting requirements. If you are a customer or otherwise have a relationship with us we will hold personal information about you for a longer period than if we have obtained your details in connection with a prospective relationship.

Save as may be otherwise required, if we have a relationship with you (e.g. you are a customer) we hold your personal information for 6 years from the date our relationship ends (which we deem to be either 3 years since your last enrolment . Information is held for this period to establish, bring or defend legal claims.

Save as may be otherwise required, where we have obtained your personal information following a request for information other information on any of our products or services, we hold your personal information for 1 year after the last contact with you, unless during that period we form a relationship with you e.g. you complete another course.. We hold your personal information for this period to give us an opportunity to form a relationship with you.

How can I manage the information we hold about you?

It is important that the personal information that we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

You have the right as an individual to access your personal information we hold about you and make corrections if necessary. You also have the right to withdraw any consent you have previously given us and ask us to erase information we hold about you. You can also object to us using your personal information (where we rely on our business interests to process and use your personal information)

You have a number of rights in relation to your personal information under the data protection law. In relation to most rights, we will ask you for information to confirm your identity and, where applicable, to help us search for your personal information. Except in rare cases, we will respond to you within 30 days after we have confirmed your identity.

You have the right to:

Ask for access to and a copy of the information we hold about you;

Correct and update your information;

Withdraw your consent (where we rely on it). Please see further information in "How do we use this information" section. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purposes you originally agreed to, unless we have another legitimate basis or requirement for doing so in law;

Object to our use of your information (where we rely on our legitimate interests to use your personal information or where we are processing your personal information for direct marketing purposes) provided we do not have any continuing lawful reason to continue to use and process the information. When we do rely on our legitimate interests to use your personal information for direct marketing, we will always comply with your right to object;

Erase your information (or restrict the use of it), provided we do not have any continuing lawful reason to continue to use and process that information;

Request the restriction of processing of your personal information which enables you to ask us to suspend processing, where for example you want us to establish the accuracy or the reason for processing the information concerned;

Transfer your information in a structured data file (in a commonly used and machine-readable format), where we rely on your consent to use and process your personal information or need to process it in connection with your contract.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is an appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

You can exercise the above rights and / or manage your information by contacting us using the details below:

Post: Data protection Compliance Manager, MSD Independent Ltd, 12 Meadow Close, Coychurch CF35 5HH

Email: distancelearning@msdindependent.co.uk

If you are unhappy, you have the right to lodge a complaint with a data protection regulator in Europe, in particular in a country you work or live or where your legal rights have been infringed. The contact details for the Information Commissioner's Office, the data protection regulator in the UK, are below:

Post:

Information Commissioner's office

Wycliffe House Water Lane

Wilmslow

Cheshire

SK9 5AF

Call: 0303 123 1113 E email: casework@ico.org.uk