

Privacy Notice

This privacy notice is provided to inform about how and why your personal data is used so that we are transparent in your data's use, and to ensure that you are aware of your rights under data protection legislation.

Who is the Data Controller?

Integrated Leadership Dynamics Limited is the Data Controller for your personal data. Our address is Pall Mall 78-79 London SW1Y 5ES. We can be contacted on +44 20 7698 4467 or email at info@ildynamics.com. You can also reach our data compliance officer at karlie.ohara@ildynamics.com.

Which personal data do we process and why?

We process your personal data so we can engage with you and supply our services. We use your personal data for administration and delivery of our programmes, account management purposes, maintaining communication and evaluation and feedback.

As a client or prospective client, we process name, email address, job title, organisation name, business physical address and telephone number. The lawful basis we use for this is Article 6.1.f UK GDPR (Legitimate Interest). Our legitimate interest is to develop and maintain the client relationship. We will also use your business-related data to provide relevant marketing material under the lawful basis of Article 6.1.f UK GDPR – legitimate interest. As with any legitimate interest processing, you have the right to object to this and you can do so by contacting us using the information provided above. Should you enlist on one of our programmes as an individual, then we will provide you an opportunity to opt out of direct email marketing at the point of sign up, per the Privacy and Electronic Communications Regulations 2003.

If we require your personal data for a contractual reason and you fail to provide the information required, we will be unable to provide the agreed services to you

Who are the recipients of your data?

As a general principle, we will not transfer your personal data to other recipients without your permission. There are some exceptions to this:

- It is possible, that we might be obliged to disclose personal information in response to a court order or other lawful obligation. Our lawful basis for this is Article 6.1.c -legal obligation.
- We may share your data as part of a sale, transfer, or merge part of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. We would do this as under the basis of Article 6.1.f - legitimate interest as we have a legitimate interest in developing our business.
- We may also share data with law enforcement as part of our service response, our lawful basis for this is Article 6.1.f – legitimate interest.

What about data processed by third parties on our behalf?

We use the services of other organisations in the processing your data. We use cloud-based platforms for email and document storage, video conference and customer relationship management, also our website processes limited personal data such as through our contact form. We also use organisations that perform maintenance and service work on our behalf such as our IT managed service providers and web site hosts. We ensure these third party providers manage your data is handled in accordance with the requirements of the UK GPDR.

Do we transfer your data outside of the UK?

Our cloud platforms transfer personal data outside of the UK to the USA and to Australia. These transfers of data are facilitated through the UK extension to the EU – US Data Privacy Framework and the use of International Data Transfer Agreements. We also process data in the European Union via the EU / UK adequacy requirements.

How long we keep it.

We will retain your data only for the time we require it for the purposes stated and / or where we have a legal obligation or other legitimate purpose. We will retain some personal data of our clients for 7 years for financial reporting purposes otherwise, data is deleted 3 years after our commercial relationship is finished. Personal data used for marketing purposes is deleted 2 years after last contact. Email correspondence is retained for 10 years.

These are your rights.

The UK GDPR provides you with several rights in relation to the data of your we process. The rights relevant to our activities are:

- You have the right to get access to and copies of your personal data.
- You can ask us to rectify any inaccurate information we may be holding.
- You can request we restrict our processing of your data.
- You can ask us to erase your personal data if it is no longer required for the purpose we collected it or have no legal obligation to retain it.
- You have the right to object to processing we undertake under a legitimate interest basis.

You have the right to lodge a complaint about our processing with a supervisory authority, in the UK, this is the Information Commissioner's Office:

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

Helpline number: 0303 123 1113

If you want to exercise any of these rights, please contact us using the above contact details.

Changes to this Privacy Notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

Where we act as Data Processors.

When using personal data to deliver our programmes on behalf of our clients, we act as Data Processors as defined by the UK General Data Protection Regulation. This means that we have the responsibility to keep personal data secure in accordance with the law.

As a learner completing an ILD Programme on the learning platform, we process the following personal information about you:

- Name
- Email address
- The course(s) being taken.
- History of digital learning platform usage, e.g., date, time and duration of access, interactions with digital learning platform content
- Learning platform engagement, e.g., reflections, assessments complete, feedback provided via the learning platforms.
- Information to allow us to deliver our services to you and manage your learning, e.g., course registration, programmes undertaken, learning outcomes.
- Any special arrangements agreed, e.g., extra time granted for access,
- Feedback responses e.g., from surveys and user studies where you have provided personal data in your response.
- The organisation delivering your course(s).

We use the information we hold about you:

- To provide and administer access to learning materials.
- To administer and record details of teaching, learning and assessment activities.
- To respond to enquiries.
- To investigate any issues or complaints.
- To gather usage statistics.
- For audit, evaluation, and research purposes to improve our teaching, assessment, and administrative practices.
- Provide certification and accreditation.

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We retain end user's personal data for the period that the user account is active and for one year after.

We anonymise feedback for sharing with our sponsors and for ongoing programme development and improvement.

We will offer information on other programmes we believe learners will be interested in based on Article 6.1.a UK GDPR – consent.

You can choose to opt out of any notifications by contacting Karlie O'Hara:
karlie.ohara@ildynamics.com.

Who are the recipients of your data?

For the purposes of accreditation and certification, we share personal data with ILM and City and Guilds, please see their privacy notices for information on how they manage personal data.

How long do we retain learner data.

Learner information is kept for as long as the programme taken is considered up to date and relevant to enable us to validate any queries and supply replacement certificates.