

Privacy Notice

ARC Scotland Transitions Services

Transitions Knowledge Hub and E-Learning Platform

Summary

The Transitions Knowledge Hub (<https://transitions.arcscotland.org.uk>) and E-Learning Platform (<https://learn.arcscotland.org.uk>) were created and are operated by ARC Scotland. ARC Scotland set up the Scottish Transition Forum and has been working with the Scottish Government, Local Authorities and other organisations to improve the experience of children and young adults with additional support needs as they make the transition to young adult life.

These services are part of this work:

- The Transitions Knowledge Hub (transitions.arcscotland.org.uk) is an informative website providing resources, guidance and information about transitions. You do not need to sign up to use it.
- The E-Learning Platform provides online training courses for professionals working in this area. You need to create an account to access the courses.

We may share aggregated and anonymised information with partner organisations – such as local authorities or Scottish Government. Any information shared will be pooled together in a way that means it cannot be linked back to you.

This privacy notice is here to help you understand what we are doing with your personal data; how we are keeping it safe and to tell you about the rights that you have in relation to your personal data. We want you to feel comfortable that the personal information you are giving to us will be looked after.

Our contact details

Name: Association for Real Change

Address: ARC House, Marden Street, Chesterfield, Derbyshire S40 1JY

Email: arc.scotland@arcuk.org.uk

The type of personal information we collect and what we do with it

Transitions Knowledge Hub

You do not need to create an account to use the Knowledge Hub. However, we collect information if you choose to use the following features:

Type of information	Purpose
Mailing list	If you sign up to our mailing list, we collect your email address and any other information you provide (such as your name). We use this to send you updates about transitions resources, news and events. You can unsubscribe at any time.
Contact form	If you use our contact form, we collect your name, email address and your message. We use this information to respond to your enquiry.

E-Learning Platform

We collect and use the following information through the E-Learning Platform:

Type of information	Purpose
Account information	When you use the platform, you create a profile which includes your name and email address. This allows you to access your account and use the platform. We will send you password reminders or other essential account information by email.
Profile information	We may ask you to provide additional information such as your job title, the sector you work in and your local authority area. This helps us understand who is using the platform.
Learning progress	As you work through courses, we save your progress so you can pick up where you left off. We record which modules you have completed, your assessment scores and any bookmarks.
Certificates	When you complete a course, we generate a certificate for you. We keep a record of the certificates you have earned so you can download them again if needed.

Course evaluations	After completing a course, we ask you to provide feedback about your learning experience. This helps us improve our courses.
Mailing list	If you opt in to receive updates, we will add you to our mailing list. We use this to send you information about new courses and resources. You can unsubscribe at any time.

How we get the personal information and why we have it

The only source of information about you is from you. We do not gather any more information about you from other places. It is only the information that you give to us that we use.

You may have heard about something called Cookies. These allow websites and Apps to function better but can also be used to gather a lot of information about how you behave online. We use the following cookies:

Essential Cookies

These cookies are necessary for our services to work properly:

- Session cookies that keep you signed in while you use the E-Learning Platform. Your login session is stored in a cookie so you do not have to sign in again each time you visit a new page;
- Temporary security cookies used during sign-in to keep your account safe (these are deleted immediately after you sign in); and
- SCORM data that saves your progress within course modules so you can pick up where you left off.

Analytics Cookies

We use a service called PostHog on both the Knowledge Hub and the E-Learning Platform to help us understand how people use our services. This helps us to improve our websites and make them work better for everyone. PostHog collects information such as:

- Which pages you visit and how long you spend on them;
- How you navigate through our websites;
- Any errors you encounter;
- Short survey questionnaire response; and

- General information about your device and browser.

This information is used to create reports and help us understand patterns in how our services are used. PostHog is a processor and is bound by a legal contract which means they cannot do anything with your information unless we have instructed them to. They store data securely in the European Union.

Lawful Basis

Under the UK General Data Protection Regulation (UK GDPR), we need to have a lawful basis to use your information. We have set these out below.

Lawful Basis for collecting the data	Purpose
Contractual Obligation	We process Account Information to provide you with a user account on the E-Learning Platform. We save your learning progress and issue certificates as part of providing the e-learning service to you.
Legitimate Interest	We use analytics data and anonymised feedback to improve our services and understand how professionals engage with our resources. We believe this is a good reason for us to process this data but we have balanced this against your privacy interests. Therefore, we only share aggregated and anonymised information. We also process contact form enquiries to respond to your questions.
Consent	Where you sign up to our mailing list or choose to receive newsletters, we will only send these because you have given us permission. You can withdraw this permission at any time by clicking the unsubscribe link in any email we send you.

If you do not provide us with personal data

You can browse the Knowledge Hub without providing any personal data. If you wish to sign up to our mailing list or contact us, you will need to provide the information requested.

For the E-Learning Platform, if you do not wish to provide the information we ask for, the platform will not work properly and we may be unable to provide you with access to our courses.

How we store your personal information

We work with the following technology providers who help us to operate our services. These organisations are legally called processors which means that they provide us with the services we asked them to, under a legal contract. The terms of these contracts mean that they cannot do anything with your information unless we have instructed them to do that. They will not share your personal information with any organisation apart from us or as instructed by us. They will hold it securely and only for as long as we instruct them to.

Microsoft Azure: hosts the E-Learning Platform and stores the information gathered securely.

WorkOS: handles signing in to the E-Learning Platform securely.

Mailchimp: manages our mailing lists for both the Knowledge Hub and E-Learning Platform. Mailchimp stores your email address and any other information you provide when signing up. Mailchimp is based in the United States and complies with data protection requirements through Standard Contractual Clauses.

PostHog: provides analytics for both services to help us understand how they are used. They store data securely in the European Union.

The information gathered by our services is encrypted when it is transferred between your device and our systems. It is also encrypted as it is stored.

How long we hold onto your data

E-Learning Platform

We keep your account open until you tell us to close it. Or if it is five years since you have used your account, we will contact you and unless you tell us otherwise, we will close your account. We will contact you using the email address you provided to us. Once your account is closed, your personal information will be securely deleted from our database.

We will retain your course evaluation responses, but these will be anonymised. This will continue to assist us to improve our training courses.

Mailing list

We keep your information on our mailing list until you unsubscribe. You can unsubscribe at any time by clicking the unsubscribe link in any email we send you, or by contacting us.

Contact form enquiries

We keep contact form enquiries for as long as necessary to deal with your enquiry and for a reasonable period afterwards in case of follow-up questions.

Your data protection rights

Under data protection law, you have rights including:

Your Rights	What they mean in practice
Request access to your personal information	Commonly known as a "data subject access request". This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
Request correction of the personal information that we hold about you	This enables you to have any incomplete or inaccurate information we hold about you corrected.
Request erasure of your personal information	This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing.
Request the restriction of processing of your personal information	You would make this request if, for example, you want to establish its accuracy or the reason for processing it. You would generally ask for this restriction when you are asking for other information.
Your right to data portability	You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
Object to the processing of your personal information	If we are relying on your consent, or a legitimate interest and there is something about your particular situation which makes you want to object to processing on this basis.

You are not required to pay anything for exercising your rights. If you make a request, we have one month to respond to you.

Queries or concerns

Please contact us using the contact details above to make a request or to raise any concerns you have about how we use your personal data. You can also contact the Information Commissioner's Office if you have concerns and their contact details can be found here: ico.org.uk/global/contact-us/.

Last Updated: January 2026