



Privacy Notice Policy (2)

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Policy Owner: Operations Director

Approved By: Managing Director

This Privacy Notice explains how Competum Ltd collects, uses, stores and protects personal information when people use our website, contact us, book or undertake training, or otherwise receive services from us.

1. Purpose

Competum Ltd is committed to protecting personal information and handling it fairly, lawfully and securely. This notice explains what information we collect, why we use it, who we may share it with, how long we keep it and the rights individuals have over their information.

2. Scope

This notice applies to personal information processed by Competum Ltd in connection with our website, enquiries, customers, learners, employers, trainers, assessors, internal quality assurers, associates and other people who interact with our services.

3. Information We May Collect

- Name, address, telephone number and email address.
- Date of birth and other information needed for training, assessment, registration, certification or identity verification.
- Learner, qualification, assessment, attendance, achievement and certification records.
- Employer and organisation details where training is arranged or funded by an employer or organisation.
- Information provided through website forms, emails, telephone calls, applications and other communications.
- Payment and transaction information where relevant. Payment card details may be processed by our payment provider rather than being stored by Competum.
- Website, device and usage information, including information collected through cookies and similar technologies where permitted.
- Information received from awarding organisations, funding bodies, employers or other authorised third parties where necessary to provide or administer services.





4. How We Collect Information

We collect information directly from individuals when they contact us, complete forms, register for training, purchase services, communicate with us or use our website. We may also receive information from employers, awarding organisations, funding bodies and other organisations where this is necessary to deliver or administer our services and is permitted by law.

5. How We Use Personal Information

- To respond to enquiries and provide our services.
- To register learners and arrange training, assessment and certification.
- To communicate with customers, learners, employers and associates about services and bookings.
- To manage accounts, payments, records and business administration.
- To meet awarding organisation, funding, regulatory and legal requirements.
- To maintain quality assurance, audit trails and records of training and assessment.
- To improve our services, systems, website and customer experience.
- To protect the security of our systems and prevent fraud or misuse.
- To send marketing communications where we have a lawful basis to do so. Individuals can opt out of marketing at any time.

6. Lawful Basis for Processing

Depending on the circumstances, Competum will process personal information using one or more lawful bases under the UK GDPR, including where processing is necessary to perform a contract, comply with a legal obligation, pursue legitimate interests, or where consent has been provided. Where consent is relied upon, it can normally be withdrawn at any time.

7. Training, Awarding Organisations and Third Parties

Where necessary to deliver training and qualifications, we may share relevant personal information with awarding organisations, registration or certification bodies, funding organisations, employers, subcontractors and other service providers. We only share information that is reasonably necessary for the relevant purpose and where there is a lawful basis to do so.

8. Marketing

We may contact existing customers and prospective customers about Competum services where permitted by applicable data protection and electronic marketing rules. Where consent is required, we will obtain it. Marketing emails will include an unsubscribe option. Choosing not to receive marketing will not affect a person's ability to receive services or other necessary communications.





9. Cookies and Similar Technologies

Our website may use essential cookies needed for the website to function. We may also use analytics, performance, advertising or other non-essential technologies. Where consent is required, these technologies will only be used after the relevant consent has been given. Cookie choices can be managed through our website's cookie controls where available.

We may use Google Analytics or other analytics services to understand how visitors use our website. The exact technologies in use may change as our website and marketing systems develop, and our Cookie Policy should be read alongside this Privacy Notice.

10. Data Security

Competum takes reasonable technical and organisational measures to protect personal information against unauthorised access, loss, alteration, disclosure or destruction. Access to personal information is limited to people who need it for legitimate business, training, quality or regulatory purposes.

11. Data Retention

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, taking account of legal, regulatory, contractual, awarding organisation, funding and business requirements. Some training, assessment, certification and financial records may need to be retained for longer periods to meet these requirements. When information is no longer required, it will be securely deleted or disposed of where appropriate.

12. Your Rights

Subject to legal exceptions and the circumstances of the processing, individuals may have the right to:

- Request access to the personal information we hold about them.
- Ask us to correct inaccurate or incomplete information.
- Request deletion of personal information where there is no lawful reason for us to continue processing it.
- Ask us to restrict processing in certain circumstances.
- Object to certain processing, including direct marketing.
- Request data portability where the legal requirements apply.
- Withdraw consent where processing is based on consent.

We may need to verify identity before providing or changing personal information.

13. How to Exercise Your Rights

Requests, questions or concerns about personal information should be sent to info@competum.co.uk. We will deal with requests within the timescales required by applicable data protection law.





14. Complaints

If you have concerns about how Competum has handled your personal information, please contact us first so that we can try to resolve the issue. You also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

15. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in legislation, regulation, our services, technology or how we process personal information. The latest version will be made available through our authorised channels.

Associated Documents

This Privacy Notice should be read alongside:

- Cookie Policy
- Data Protection Policy
- Information Security Policy
- Record Retention Policy
- Complaints Policy

Version History

Version	Date	Summary of Changes	Author
2.0	08/09/26	Full review and update of Privacy Notice	Operations Director

