

Privacy Notice

The Skills Academy | Rock Consulting Ltd

Last updated: September 2026

The Skills Academy is a trading name of Rock Consulting Ltd, based in the Isle of Man.

We take the privacy and security of your personal information seriously. This notice explains what information we collect, why we use it, who we may share it with and your rights in relation to it.

Rock Consulting Ltd is registered with the Isle of Man Information Commissioner.

What information we collect

Depending on how you engage with us, we may collect information including:

- your name and contact details;
- your employer, role and professional information;
- information you provide when enquiring about or booking our services;
- programme registration and participation information;
- learning, assessment, feedback and qualification records;
- communications between you and The Skills Academy;
- information needed to provide access to our digital learning systems; and
- information provided to us by your employer or another organisation where they arrange or fund your participation.

For accredited qualifications, we may also collect information required by the relevant awarding organisation or for quality assurance and regulatory purposes.

Why we use your information

We use personal information where it is necessary to:

- respond to enquiries and provide our services;
- administer and deliver programmes, qualifications, coaching and consultancy;
- communicate with learners and clients;
- provide access to learning resources and systems, including The Skills Academy Learner Hub;
- register learners for accredited qualifications;
- assess learner work and provide feedback;
- undertake appropriate internal and external quality assurance;
- maintain records relating to learning and qualifications;
- manage our client and supplier relationships; and
- meet our legal, contractual, regulatory and professional obligations.

Our lawful basis for using your information

Depending on the circumstances, we process personal information because:

- it is necessary to provide a service or fulfil a contract with you;
- we have a legitimate business interest in administering and improving our services, communicating with clients and learners, and operating our business effectively;
- we need to comply with a legal or regulatory obligation; or
- you have given us consent, where consent is the appropriate lawful basis.

Where we rely on consent, you can withdraw it at any time.

Where your information comes from

Most information is provided directly by you.

We may also receive relevant information from your employer, programme sponsor, awarding organisation, feedback provider or another organisation involved in arranging or supporting your participation.

Who we share information with

We only share personal information where there is a legitimate reason to do so.

This may include:

- awarding organisations and their representatives;
- assessors and internal or external quality assurers;
- organisations funding or commissioning a programme, where appropriate;
- professional advisers and service providers supporting our business; and
- technology providers we use to deliver and administer our services.

We use Microsoft 365 and SharePoint as part of our digital working and learning environment. Where you are invited to The Skills Academy Learner Hub, your name and email address may be used to create and manage secure guest access.

We do not sell your personal information.

How long we keep your information

We keep personal information only for as long as it is reasonably necessary for the purpose for which it was collected.

Some records, particularly those relating to accredited qualifications, assessment and quality assurance, may need to be retained for specific periods required by awarding organisations, regulators or applicable law.

When information is no longer required, we will delete or securely dispose of it in accordance with our record-keeping requirements.

Keeping your information secure

We take reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access or disclosure.

Access to our systems and records is restricted according to need and appropriate access controls are used for our digital services.

International services and data transfers

Some of the technology and service providers we use may process or store information outside the Isle of Man.

Where personal information is transferred internationally, we take appropriate steps to ensure that it is protected in accordance with applicable data protection law.

Your rights

Depending on the circumstances and the applicable law, you may have rights including the right to:

- ask what personal information we hold about you;
- request a copy of your personal information;
- ask us to correct inaccurate or incomplete information;
- request deletion of your information in certain circumstances;
- ask us to restrict how your information is used;
- object to certain uses of your information;
- request transfer of information in certain circumstances; and
- withdraw consent where we rely on consent.

To exercise any of these rights, contact us at hello@theskillsacademy.im.

Isle of Man and UK data protection

Rock Consulting Ltd is established in the Isle of Man and complies with applicable Isle of Man data protection legislation.

Where our activities are also subject to UK data protection legislation, including the UK GDPR, we will comply with those requirements.

Questions or concerns

If you have a question about how we use your personal information, please contact:

The Skills Academy
Rock Consulting Ltd
Isle of Man
hello@theskillsacademy.im

If you are unhappy with how we have handled your personal information, you also have the right to raise a concern with the Isle of Man Information Commissioner or, where UK data protection law applies, the relevant UK supervisory authority.