

## Privacy Notice – Colleagues, Applicants, Workers

### 1. Introduction

This Privacy Notice applies to current and former staff (colleagues), applicants, workers, contractors, consultants, and self-employed colleagues of Total People/MOL and next of kins (“**you**” or “**your**”).

### 2. What is the purpose of this document?

Total People and MOL (“**we**”, “**our**”, “**us**”), are committed to protecting the privacy and security of your personal information (“**personal data**”). This Privacy Notice describes how we collect and use personal information about you in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (the “**GDPR**”), together with other UK data protection laws.

**Our Data Protection Policy, as well as more information on how we process personal data, can be found at: <https://www.totalpeople.co.uk/dataprotection/> and <https://www.mollearn.com/dataprotection/>. You can also contact our Data Protection Officer at [dpo@ltegroup.co.uk](mailto:dpo@ltegroup.co.uk) if you have any questions regarding this document.**

It is important that you read this Privacy Notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing information about you, so that you are aware of how and why we are using your personal data and what your legal rights are in relation to it.

### 3. The kind of information we hold about you

Personal data, or personal information, means any information from which an individual person can be identified. It does not include data where the identity has been removed (anonymous data).

Some of the personal data we collect about you is classed as being 'special category personal data\*'. Access to and sharing of this information is controlled very carefully.

The categories of personal information that we may collect, store, and use about you may include:

	Applicants	Colleagues/ Former Colleagues	Next of Kin
Access Logs (system access/electronic entry logs to sites)		✓	
CCTV systems & security camera systems data	✓	✓	
Classroom/workspace monitoring software		✓	
Complaint/grievance/disciplinary information		✓	
Criminal offence data*	✓	✓	
Data relating to performance and reviews		✓	
Date of birth		✓	
Disability/learning difficulty/health status*	✓	✓	
Employment records (job title, work history, training records, employment references, professional qualifications, and memberships)	✓	✓	
Financial/Business Status		✓	
Gender & Sexual Orientation*	✓	✓	
Identification, visa/immigration documents	✓	✓	

	Applicants	Colleagues/ Former Colleagues	Next of Kin
IP addresses and cookies	✓	✓	✓
Marital status	✓	✓	
National Insurance number	✓	✓	
Next of kin and emergency contact information		✓	
Occupational health (including medical health) data*		✓	
Performance review/appraisal data		✓	
Personal information and contact details	✓	✓	✓
Photographs/videos for business purposes		✓	
Photographs/videos for marketing purposes	✓	✓	
Race, religion, nationality, or ethnicity*	✓	✓	
Recordings – telephone calls (to central departments)	✓	✓	✓
Recordings – lessons/training sessions delivered		✓	
Recruitment information (application, right to work documentation, references, online platform profiles and other information obtained as part of the application process)	✓	✓	
Salary, tax status, benefits, correspondence, annual leave, absence*, pension, bank account, payroll, and car registration information		✓	
Vehicle tracking data		✓	

#### 4. How is your personal information collected?

We typically collect personal information about colleagues through the application and recruitment process, usually directly from you or through a third party, such as recruitment agencies, previous employers and the Disclosure and Barring Service. We may also collect further information from you during the course of your employment with us, via our core system(s).

We collect system access information and on-site entry/exit and movement information at our campuses via our software systems, images/footage via our on-site CCTV and camera systems, and travel/location data via our vehicle trackers.

#### 5. How will we use information about you?

Overall, we use your personal data to manage your relationship with Total People as a colleague. We have set out the main purposes for processing below.

Data protection laws require us to meet certain conditions before we are allowed to use your personal data in the manner described in this Privacy Notice, including having a "lawful basis" for the processing. Where we process special category personal data or criminal offence data, we are required to establish an additional lawful basis for processing that data.

Some of the below grounds for processing will overlap and there may be several grounds which justify our use of your personal information. We may process your personal information without your knowledge or consent where this is required or permitted by law.

Purpose	Lawful Basis
To assess your suitability for working with us	<ul style="list-style-type: none"> <li>To comply with our legal obligations, e.g. equalities and right-to-work checks, or health and safety law</li> <li>Performance of a task in the public interest (education)</li> <li>Necessary for the performance of a contract</li> </ul>

<b>Purpose</b>	<b>Lawful Basis</b>
<b>To administer, or otherwise deliver, our obligations arising from your contract of employment</b>	<ul style="list-style-type: none"> <li>• Necessary for the performance of a contract</li> <li>• To comply with our legal obligations, e.g. for taxation, employment or health and safety law and safeguarding</li> <li>• Performance of a task in the public interest (education)</li> <li>• Where it is in our/your legitimate interests</li> <li>• Where it is needed to protect a person's vital interests and you are not capable of giving your consent (e.g. in an emergency)</li> <li>• With your consent (where applicable)</li> </ul>
<b>Equal opportunities monitoring</b>	<ul style="list-style-type: none"> <li>• To comply with our legal obligations</li> </ul>
<b>Internal and statutory reporting, audit &amp; other legal obligations, including compliance with health and safety law</b>	<ul style="list-style-type: none"> <li>• To comply with our legal obligations, e.g. employment and health and safety law</li> <li>• Performance of a task in the public interest (education)</li> </ul>
<b>Internal communications / intranet publications (HUB)</b>	<ul style="list-style-type: none"> <li>• Where it is in our/your legitimate interests</li> </ul>
<b>Photography for promotional/marketing purposes</b>	<ul style="list-style-type: none"> <li>• Where it is in our/your legitimate interests</li> <li>• In certain circumstances we will also obtain your consent for processing your data in this way</li> </ul>
<b>System access/usage, site entry logs &amp; CCTV/security camera footage</b>	<ul style="list-style-type: none"> <li>• Necessary for the performance of a contract of employment, for example as evidence for disciplinary/investigation purposes</li> <li>• Where it is needed to protect a person's vital interest</li> <li>• Where it is in our/your legitimate interests</li> </ul>
<b>To assess/review our handling of telephone calls for quality &amp; training purposes</b>	<ul style="list-style-type: none"> <li>• Where it is in our/your legitimate interests</li> </ul>

### **Do we need your consent?**

We do not generally process your personal data based on your consent (as we can usually rely on another lawful basis, as outlined in the table above). If we do process your personal information based on your consent, we will inform you of this before we start the processing and you will have the right to withdraw your consent at any time.

### **What won't we use information for?**

We won't use data captured by our camera systems, on-site entry scan systems or system access data for the purpose of routine staff monitoring.

### **6. If you fail to provide personal information**

If you fail to provide certain information when requested, we may not be able to fulfil the employment contract or arrangement we have with you, such as paying your salary or providing a benefit. We may also be prevented from complying with our legal obligations, such as ensuring the health and safety of our colleagues.

### **7. Change of purpose**

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

### **8. Automated decision-making**

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We do not envisage that any decisions will be taken about you using automated means, however, we will notify you in writing if this position changes.

## 9. Data sharing

We may share your personal data with third parties where essential to comply with our legal and contractual obligations, to comply with TUPE employee liability information disclosures and/or to facilitate services associated with your employment to you. This may include:

- Clearance Services, e.g. DBS
- Regulatory bodies
- Government Agencies
- HM Revenue & Customs
- Awarding organisations
- Auditors/external quality assessors & verifiers
- Employers
- Fee collection agencies
- Third-party technology providers
- Training providers
- Employee Assistance providers

A full register of who we may share your personal data with and why is available on request: [dpo@ltegroup.co.uk](mailto:dpo@ltegroup.co.uk).

Information on how we handle disclosure requests, for example for law enforcement, crime prevention and investigation purposes, can be found here: [LTE Group and Disclosure requests](#).

All parties who we share data with are required to take appropriate security measures to protect your personal information, in line with our policies. We do not allow our third-party /service providers (our data processors) to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Your data may be transferred outside of the UK, for example, where we use third party providers to deliver our services, such as externally hosted software or cloud providers who store data globally. We undertake strict due diligence on all partners to ensure that they have the adequate safeguards in place to protect your data under Article 46 GDPR

## 10. Data security

We have measures in place to help protect the security of your information.

Where the infrastructure is in our direct control, we have put in place appropriate security measures to help prevent your personal information from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a legitimate need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality.

We have established procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach, where we are legally required to do so.

## 11. Data retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for. Current colleagues can view more information here: [Records Management Policy](#) and [Data Retention Schedule](#) and these are also available to all on request from [dpo@ltegroup.co.uk](mailto:dpo@ltegroup.co.uk).

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Once we no longer require access to your personal information we will retain and securely destroy it in accordance with our data retention policy and applicable laws and regulations.

## 12. Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes. Current colleagues can update information at any time via the Self-Service portal, or by raising a ticket to HRSS here: [HR Payroll & Pensions](#)

## 13. Your individual rights in connection with personal data

Subject to certain conditions, you have the following rights in relation to your personal data:

**Access** to your personal information (known as the Right of Access/a Subject Access Request)

**Rectification** of the personal information we hold about you if it is inaccurate

**Erasure** of your personal information (in certain circumstances)

**Restriction of processing** of your personal information

To be **Informed** about the processing your personal information

**Transfer** of your personal information to another party

**Objection** to processing of your personal information

**Suspension** of processing of your personal information

If you wish to invoke any of the above rights, please contact us via email: [dpo@ltegroup.co.uk](mailto:dpo@ltegroup.co.uk) or by raising a ticket via the [Colleague Self-Service Portal](#).

Further guidance on your rights is available from the Information Commissioner's Office (<https://ico.org.uk/>).

## 14. If you are unhappy with how we have handled your data

You can lodge a formal complaint with the following department:

LTE Group Data Protection Officer  
Whitworth House  
Ashton Old Road  
Manchester  
M11 2WH

[dpo@ltegroup.co.uk](mailto:dpo@ltegroup.co.uk)

If you do not wish to discuss your complaint with us, or you are unhappy with our response, you also have the right to lodge a complaint with a supervisory authority, the Information Commissioner's Office (ICO).

Further information is available on the ICO website, or via the telephone:

<https://ico.org.uk/global/contact-us/>  
0303 123 1113

More information on the ICO's complaint procedure can be accessed at:  
<https://ico.org.uk/make-a-complaint/>