

DATA PROTECTION PRIVACY NOTICE

Protecting Your Personal Information: Your Rights, Our Responsibilities

We exist to develop better futures: For organisations, individuals and society. We're privileged to help individuals unlock their potential and realise the value of their skills and talents.

The aim of our Privacy Notice is to tell you how we collect and use personal information about you. It explains how you can ask for a copy of this information or ask us to delete it.

About us

Babington is a UK-based apprenticeship and training provider, we're proud to help organisations and individuals unlock their potential, make skills really work for them.

Founded in 1974, we've been delivering market-leading learning and talent solutions for 50 years. We help build meaningful careers that give individuals security, satisfaction, and purpose and in turn help organisations and wider industry meet the challenges of a changeable operating environment.

Our registered office is: 40 Berkeley Square, Bristol, BS8 1HP. Our company registration number is 02673518. Our data controller number is Z5748137.

Babington is part of the Knovia Group. We are a group of sectors focused, best-in-class businesses that are at the forefront of their sectors supporting the adoption of impactful and relevant technology to drive sustainable change and innovation. This privacy notice applies to Babington's processing of your personal data. Although we may share your personal data within our wider group where we need to – for example to provide or support our services to you. Whilst each of our brands have their own specific Privacy Notices about how they will use your personal data, our group Privacy notice can be found at <https://knovia.co.uk/privacy-policy/> which details our groups processing of personal data.

How to contact us

If you have any questions about this Privacy Notice or would like to contact us about any data protection matter, please use the following contact information:

Email: DPO@Babington.co.uk

How we collect your personal information

We collect information about you in the following ways:

- When you give us contact details in asking for information about our services, either via the telephone, by email, in person, via our online enquiry form on our main Babington.co.uk website or through another online platform that Babington operate.
- When you sign up as a subscriber for our emails.
- When you or your employer provide your details in connection to your line management responsibilities relating to a learner or apprentice undertaking training or an apprenticeship provided by us.
- Via openly available public sources (e.g. LinkedIn or Company websites).

Types of personal information we collect

The details we routinely collect include:

- Full name.
- Email address.
- Job title.
- Phone number.
- Information such as your preferences and interests.
- Information related to your connection to any learners or apprentices undertaking training or a course of study with us.
- Other information relevant to customer surveys and/or our services.

If we also collect your personal information in relation to delivery or training or apprenticeships to you, we may collect other types of information about you. This is detailed in our Privacy Notices for Learners which can be found on our website at <https://babington.co.uk/policies/privacy-policy/>.

Our use of cookies

Our websites use cookies - a cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Further information about the use of cookies on our website can be found here <https://babington.co.uk/policies/cookie-policy/>.

How we use your personal information

The following table gives you details of the reasons, 'purposes' for which we collect and use information about you.

Under data protection law, we need to make sure we have a lawful basis for our activities. The table includes which lawful basis we rely on and shows where we've assessed we can rely on legitimate interests.

Purpose	Lawful Basis
To fulfil a query, request for services and/or to administer services to customers	Our Legitimate Interests, which we have balanced with the interests of our customers and potential customers.
To maintain records of potential, current and past customers and our suppliers	Our Legitimate Interests, which we have balanced with the interests of our customers, suppliers and business contacts.
To contact you at your business email address about our reports, events, and services, including the marketing of our products and services.	Our Legitimate Interests, which we have balanced with the interests of individuals. A clear opportunity to object will always be provided.
To send our email newsletters to you, if you have signed up via our website	Your consent.
To send you feedback surveys	Our Legitimate Interests, which we have balanced with your interests. We'll always provide an opportunity to opt-out.
To contact you regarding the performance of an employee who is a learner or apprentice under one of our programmes of study or training, for whom you have management responsibilities.	For the performance of a contract or agreement.
To respond to queries and/or questions relating to a prospective levy transfer.	Our Legitimate Interests, which we have balanced with your interests.
To respond to queries and/or questions relating to an existing or agreed levy transfer.	For the performance of a contract or agreement.

Your rights regarding your personal information

You have a number of rights under UK data protection law. These are listed below, along with our contact details, should you wish to make a request.

- **Informed:** You have the right to be informed about how we handle your personal information. This Privacy Notice is one of the ways we do this.
- **Access:** You have the right to ask for a copy of the personal information we hold about you and the purposes for which we are using it. 'Personal information' is any information which can be directly, or indirectly, identify you.
- **Rectification:** You have the right to ask us to change any details which are incorrect or need updating.
- **Erasure:** You have the right to ask us to delete your personal information. We will assess any deletion request on a case-by-case basis. If you're a subscriber to our email list, we can quickly fulfil your request, but in other circumstances there may be reasons why we need to keep information about you.
- **Object:** You have the absolute right to object to receiving direct marketing from us. You also have the right to raise an objection about how we are handling your personal information.

- **Restriction:** You have the right to ask us to restrict or suppress your personal information. This would mean we'd store it but not use it.
- **Portability:** You have the right to obtain and reuse your personal data for your own purposes across different services.
- **Automated decision making:** We do not currently carry out any activities involving automated decisions being made about you.

If you'd like to exercise any of your rights or have any other query, please use the following contact details:

Email: DPO@babington.co.uk

To fulfil your request, depending on our relationship with you, we may need to ask you for proof of identity. We'll handle requests as soon as possible, at least within one calendar month.

If you're concerned about the way in which we have collected and used your personal information, please contact us and we'll do our best to resolve this with you. If you remain unhappy with how we have handled your personal information, you the right to raise a complaint with the UK's Information Commissioner's Office. Further information including contact details can be found at <https://ico.org.uk/for-the-public/how-to-make-a-data-protection-complaint/>.

How we keep your personal information secure

We take appropriate steps to make sure personal information is stored in secure environment to prevent any unauthorised access. We are Cyber Essentials and Cyber Essentials Plus certified and hold ISO27001 certification.

Who do we share your information with

Other organisations: We won't share your personal information with any other businesses for them to use for their own marketing purposes, unless we have specifically informed you. We may disclose your personal information if required to do so by law.

If you have provided us with your personal information for the purpose of a Levy Transfer then we may share your personal information with other organisations, including the levy is being transferred from to facilitate the levy transfer.

Service providers: We use external service providers to support the efficient running of our business. For example, to send digital marketing, manage our accounts and develop our website. These service providers handle your personal information on our behalf, and we have appropriate contractual arrangements in place covering these relationships.

Where a service provider is based outside of the UK the transfer of personal information (including access to it) is based on one of the following safeguards: an UK Adequacy decision, UK International Data Transfer Agreement (IDTA), or EU Standard Contractual Clauses (SCCs) and the UK Addendum to EU SCCs. If you would like further information, please email dpo@babington.co.uk.

Other third parties: In the event of a sale or acquisition, we may share personal data with the other party as long as that party uses personal information for the same purposes you originally gave it us for.

How long do we keep your information?

We keep your personal information for as long as is necessary for the reasons we are using them for. How long, varies depending on our relationship with you.

If this reason is related to funded learning, we may be required to keep your personal information for a period of between 7 and 10 years after the end of the year in which the final payment was made depending on funding body.

Updates to this notice

We regularly review and update this Notice to improve it, and where necessary to make changes if our activities alter or there are regulatory changes. We encourage you to review it from time to time. If we make significant changes, we'll endeavour to contact you to let you know.

This Notice was last updated on 01/09/2025.