

# Privacy Notice

Last updated September 2021



## Our contact details

Name: SignPost Communications  
Address: Millview House, Ormskirk, Lancashire L39 0EL  
Phone Number: 0330 6700 140  
E-mail: datacontrol@signpostcommunications.uk

## What type of information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (your name, your address and contact details, your gender and your date of birth)
- Financial information (your debit/credit card payment details)
- Video recordings of your BSL skills; some created during classroom practice exercises, others to submit to the examination board (external assessment)

## How we get the information and why we have it

All of the personal information we process is provided to us directly by you, to respond to an enquiry that you submit by phone, email or our website, or for one of the following reasons:

- To enrol you for a place on one of our courses
- To register you for entry to an external assessment / examination
- To process a debit/credit payment for either or both of the above purposes
- To prepare and provide reports about your academic progress
- To submit to the examination board for external assessment

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is:

Article 6(1)(b); we have a contractual obligation

## What we do with the information we have

We use the information you have given us **before** you enrol, in order to:

- Respond to an enquiry that you submit by phone, email or via our website
- Communicate with you about the services that we provide

We use the information you have given us **after** you enrol, in order to:

- Add your name to a class register; monitor your attendance to comply with health, safety and fire regulations at course venues; keep an administrative record of your academic progress and report upon same; communicate with you throughout your course
- Make arrangements for your entry to external assessments / examinations; distribute certificates to successful candidates
- Process debit/credit payments for the services we provide; issue refunds to debit/credit cards as required; provide transaction receipts; maintain proper financial accounts; comply with all necessary HMRC regulations
- Submit evidence of your BSL skills to the examination board for assessment

We may **share** this information with:

- Signature, the awarding body for all the BSL qualifications that we teach (in the case of personal identifiers, contacts and characteristics, including video recordings submitted for external assessment)
- Stripe, our payment processor for debit/credit card transactions (in the case of personal identifiers and financial information relating to payments)
- Mailchimp, our email marketing platform (in the case of personal identifiers but limited to your name and email address, and only with your consent)

## **How we store your information**

Except when shared with the third parties described above, your information is securely stored on computer equipment and digital media that belongs to us. We use reasonable and appropriate physical, electronic and administrative safeguards to protect it from loss, misuse and unauthorised access, disclosure, alteration or destruction, including the use of encryption technology, strong passwords and multi-factor authentication.

We keep personal data for two years following the last instance of contact with us. For most students, this will mean two years after the date of their course ending or two years after the date of their final assessment. We keep financial information for seven years following the end of the financial period to which it relates.

We do not transfer personal data outside the European Economic Area unless we are satisfied that this will be afforded an equivalent level of protection. We use Stripe as our payment processor for debit/credit card transactions, and Mailchimp as our email marketing platform. Both have been certified under the EU-US and Swiss-US Privacy Shield frameworks.

At the end of the retention periods outlined above, personal data is destroyed by being irrevocably erased from our computer systems, permissions for third party processing are terminated, and related materials including printed papers and CD/DVD backup discs are mechanically shredded.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

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

Please contact us by email if you wish to make a request:  
datacontrol@signpostcommunications.uk

## **How to complain**

In the first instance, please contact us and we will attempt to resolve things:  
datacontrol@signpostcommunications.uk

You can also complain to the ICO if you are unhappy with how we have used your data:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113