

## TLM Privacy Notice

**TLM is committed to protecting and respecting the privacy of your personal data and that of your learners. This privacy notice explains how this data is collected, used, transferred and disclosed by us. It applies to data collected when you participate in our examinations, training or events; use our website, products or services; interact with us through social media, email, post, text or phone; apply for employment with us; or are employed by us.**

### Who is TLM?

TLM is an Awarding Organisation regulated by Ofqual and providing qualifications in various subjects at various levels for both schools and adults.

### What is personal data?

Personal data is any information which identifies and is about a living person. It might be possible to identify the individual through a single, specific identifier, such as a name; or by combining several different identifiers, such as job role and team. Some information is considered particularly sensitive because of the serious impact that it might have on the individual concerned if the data was lost or stolen.

### How we keep your data secure

We have put appropriate organisational safeguards and security measures in place to protect your data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We keep your data confidential within a secure infrastructure protected by multiple firewalls and we are committed to keeping the security of these systems as up-to-date and as secure as possible. We already encrypt special category data within some of our products. We also limit access to your personal data to those employees, associates, contractors and third parties employed by TLM to perform a particular task. They will only be permitted to process your data on our instructions and will always be subject to a duty of confidentiality.

We require any third party who is contracted to process your personal data on our behalf to have security measures in place to protect your data and to treat such data in accordance with the law. We have put in place procedures to deal with any suspected personal data breach and will notify you and the UK Information Commissioner of a breach where we are legally required to do so.

### The data we collect about you and your learners:

The following groups of personal data may be collected and processed by TLM:

When you set up an account on the Markbook we ask you for:

- **Learner Identity Data** First name, last name, date of birth, gender, Markbook ID number and Unique Learner Number.
- **Assessor Contact Data** Your school, e-mail address, address, and telephone number;

We do not require any other data in order to carry out our duties.

### The data we collect about our employees:

In addition, we may collect the following additional groups of data with respect to job applicants, employees or ex-employees, associates, contractors, and temporary employees:

- **Identity Data** such as proof of your identity (e.g. passport, valid driving licence or birth certificate);
- **Contact Data** such as information about your marital status, next of kin, dependants, personal and emergency contacts details to be used in the event of an emergency;
- **Recruitment Data** such as details of your education, qualifications, occupation, work history, experience, referees, training and skills development; nationality, entitlement to work in the UK, criminal record (if your role requires this) and equal opportunities.
- **Employment Data** such as the terms and conditions of your employment, salary or fee payments, benefits, work patterns, NI number, attendance, holidays, sickness, disciplinary or grievance issues, medical or health conditions, disabilities (for which TLM needs to make reasonable adjustments); and information about your vehicle, driving licence, MOT and insurance documents if you drive on company business;
- **Performance Data** such as performance reviews and ratings, performance development plans and related correspondence; and timesheet information;
- **Activity Data** such as the websites our employees visit while using a TLM computer or network, and the activity logs held within TLM's systems and databases;
- **Communications Data** such as the emails you send or receive via the TLM email system.

### The legal basis for processing your personal data

The law requires us to inform you of the legal basis for collecting and processing your personal data, where we are the Data Controller, or Joint Data Controller. These include:

- **Performance of contract:** In most cases, this occurs when we have a contract with you to either provide a product or service to you, or to receive something from you. Examples include: employment contracts; associate contracts; agreements for the provision of our products or services; and procurement contracts. We are also acting under the performance of contract if we collect or process your data for the purposes of entering into a contract, if you have expressed an interest in working with us.
- **Legal obligation:** We may be legally obliged to process certain data about you or your learners for example to report the results of our examinations. In some cases, we are obliged to share personal data with third parties, such as OFQUAL, DfE, HMRC, Learning Records Service and RM Results Service.

- **Public Interest:** We are obliged to maintain a permanent record of your learners assessment data (e.g. examination history, subject, grade, and type of qualification) under the 'Conditions of Recognition' defined by Ofqual, underpinned by the Apprenticeships, Skills, Children and Learning Act (2009). This is both a legal obligation and necessary for the performance of a task carried out in the public interest.
- **Consent:** In general, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending direct marketing communications to individuals via email or text message. Where we would like to be able to contact you about our products and services, and no other legal basis applies, we will seek your consent to retain and re-use your contact details for that purpose. You have the right to withdraw consent to marketing at any time by us at: [Helpdesk@tlm.org.uk](mailto:Helpdesk@tlm.org.uk) [1]

### How we use your data and that of the learners that you provide us with.

To set and mark tests and examination papers and maintain a permanent record of the examination results (this includes the security and integrity of the examination process, the timely delivery of accurate results to students; and our compliance with statutory regulations).

To manage our relationship with you, including: providing you with any information, products or services that you request from us; notifying you about changes to our products, services, events, workshops and support, terms and conditions or privacy notice.

We will keep your personal data for no longer than is necessary for the purpose(s) it was provided for and to meet our accounting, reporting, legal obligations and public interest responsibilities.

### With whom we share the data you have provided.

Government agencies, such as Ofqual, DfE, HMRC, Learning Records Service and RM Results Service.

We may share the data you have provided, with third parties such as Black Country Attelier (BCA) (who provide learning resources for Smart Product Design and Manufacture). Training companies such as Robust IT, Pet-Xi and Prodigy Learning.

We require all third parties and training companies to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers and training companies to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

### How to contact us

If you have any questions or concerns about the way in which we collect, hold or process your data, please contact us directly. [Helpdesk@tlm.org.uk](mailto:Helpdesk@tlm.org.uk) [2]

**Source URL:** <https://theingots.org/community/node/162484>

### Links

[1] <mailto:Helpdesk@tlm.org.uk>

[2] <mailto:Helpdesk@tlm.org.uk>

