



ABM Training Centre

Data Protection & GDPR Policy

Version: 1.2

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1. Purpose

The ABM Training Centre is committed to protecting the privacy and personal data of our learners, members, trainers, assessors, and staff. This policy outlines how we comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, ensuring that all personal data is collected, processed, stored, and shared lawfully, fairly, and securely.

2. Scope

This policy applies to:

- Learners enrolled on any ABM course including ILM-accredited/assured courses.
- Trainers, assessors, and staff managing the Training Centre.
- ABM members, customers and business mentors engaging with our services.
- Third-party partners and service providers handling personal data on our behalf.

3. Legal & Regulatory Framework

This policy ensures compliance with:

- ABM GDPR Policy
- UK GDPR (2018) – Governing the lawful processing of personal data in the UK.
- Data Protection Act 2018 – Outlining rights and responsibilities regarding personal data.
- Privacy and Electronic Communications Regulations (PECR) – Regulating marketing communications and data security.

4. Key Data Protection Principles

We adhere to the seven principles of data protection under UK GDPR:

1. Lawfulness, Fairness & Transparency – We process personal data lawfully, fairly, and transparently, informing individuals about how their data is used.
2. Purpose Limitation – Data is collected only for specified, legitimate purposes (e.g., enrolment, assessment, communication).
3. Data Minimisation – We only collect the data necessary for business and training operations.
4. Accuracy – Personal data is kept accurate and up to date.
5. Storage Limitation – Data is retained only as long as necessary for legal, regulatory, or operational purposes.
6. Security & Confidentiality – Personal data is protected from unauthorised access, loss, or breaches.
7. Accountability – We maintain records of compliance and demonstrate our commitment to data protection.

5. How We Use Personal Data

We collect and process data for the following purposes:

- **Learner Enrolment & Course Management**
 - To register learners on ILM-accredited and CPD courses.
 - To assess or internally quality assure learners' work.
 - To track learner progress and assessment results.
 - To provide learning support and certification.
- **Communication & Customer Support**
 - To contact learners about course updates, schedules, and feedback.
 - To provide additional course content eg relevant new reading or research (unless the learner opts out).
 - To respond to queries and complaints.
- **Quality Assurance & Compliance**
 - To meet ILM accreditation and regulatory requirements.
 - To evaluate and improve training programmes.
- **Marketing & Events (Consent-Based)**
 - To send newsletters and promotional content (only if explicit consent is given).
 - To build a supportive learning community.
 - To inform learners about new courses, mentoring events, and industry updates.

6. Data Collection & Security Measures

- **How We Store & Secure Data**
 - Personal data is stored securely on encrypted servers and password-protected systems.
 - Hard-copy data is stored in locked cabinets with restricted access.
- **Who Has Access to Your Data?**
 - Only authorised personnel (trainers, assessors, administrators) have access to personal data.
 - Third-party processors (e.g., ILM, learning management systems (current Canvas) must comply with UK GDPR when handling data on our behalf.

We never sell or share data with unauthorised third parties.

6. Data Retention Policy

We retain personal data only as long as necessary, following these guidelines:

Data Type	Retention Period
Learner enrolment records	6 years after course completion
Assessment results & feedback	3 years after course completion
Payment records	6 years (to comply with UK tax law)
Marketing & mailing lists data	Until withdrawal of consent
Complaints and appeals records	3 years after resolution

Once data is no longer required, it is securely deleted or anonymised.

7. Individual Rights Under UK GDPR

All individuals have the right to:

- **Access Personal Data** – Request a copy of their data.
- **Correct Errors** – Request corrections to inaccurate data.
- **Erase Data (“Right to be Forgotten”)** – Request deletion of their data (unless retention is legally required).
- **Restrict Processing** – Request limited use of their data.
- **Withdraw Consent** – Opt out of marketing communications at any time.
- **Data Portability** – Request a transfer of data to another provider.

To exercise these rights, individuals can submit a Data Request by emailing the ABM Data Protection Advisor on jon@associationofbusinessmentors.org.

8. Data Breach Reporting

In the event of a data breach, we will:

- Investigate the breach immediately.
- Notify affected individuals if their data is at risk.
- Report to the ICO (Information Commissioner's Office) within 72 hours, if required.

All suspected breaches should be reported to <mailto:jon@associationofbusinessmentors.org> immediately.

9. Third-Party Data Processors

We work with ILM, learning platforms (currently CANVAS), and payment providers that may process personal data. We ensure they comply with UK GDPR through Data Processing Agreements (DPAs).

10. Review & Compliance Monitoring

This policy is reviewed every three years or earlier if necessary to ensure:

- Compliance with UK GDPR and ILM requirements.
- Adaptation to new data protection regulations.
- Implementation of best security practices.

11. Contact & Further Information

For data protection queries, requests, or complaints, please contact:

<mailto:jon@associationofbusinessmentors.org>

For more information, visit the UK Information Commissioner's Office (ICO):

<https://ico.org.uk>

Document Version History			
1.0	30/01/2025	Liz King	First Draft
1.1	31/01/2025	Liz King	Incorporated Feedback
1.2	04/02/2025	Liz King	Minor Amendments