



Privacy Notice - Training & Webinars



Who are we?

Cantium Business Solutions (Cantium) are a Local Authority Trading Company owned by Kent County Council delivering IT and Professional services.

When you access any of our training courses including face to face (classroom), online, webinars and digital training, Cantium collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the UK Data Protection Act 2018 (DPA 2018) and the EU General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

About the information we collect, use and retain

The table below summarises the information we collect, use and retain when you access our online webinars and training, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

1 Abbey Wood Road, Kings Hill, West Malling, England, ME19 4YT
t: 03000 411115 e: info@cantium.solutions

We are Cantium Business Solutions Ltd, registered in England & Wales at 1 Abbey Wood Road, Kings Hill, West Malling, England, ME19 4YT. Company No. 11242115. VAT No. 294 5402 88.

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| <p>Your name and account information visible when you join an online event</p> | <p>From you by the third party software provider when you use the video conferencing, webinar or elearning tool.</p> | <p>Performance of contract</p> | <p>To enable participation in the online training or elearning course.</p> |
| <p>Your image / video and voice (if your device's camera and / or microphone are switched on)</p> | <p>From you when you participate in the online webinar / training</p> | <p>Consent</p> | <p>To enable attendees / delegates to participate, connect and collaborate in the session</p> <p>Where attendees / delegates give their prior consent, sessions may be recorded for the purposes of minute taking</p> |
| <p>Your name and feedback on the event</p> | <p>From you via an online survey or written form.</p> | <p>Legitimate interests: To establish how effective the training / event is and what we can do to improve the delivery of the</p> | <p>To evaluate our events and how they can be improved</p> <p>To ensure accredited courses continue</p> |

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| | | training / event in future | to meet the required delivery levels for accreditation and QA purposes |
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As we have a contractual basis for collecting your personal data if you do not provide the following we may be unable to deliver the service:

- Your name, email address, job title, business address, telephone number Information processed for this service is not used to make automated decisions.

How long your personal data will be retained

We will not retain your personal information for longer than is reasonably necessary in providing the service or as is required by law. Where an online session has been recorded for minute taking purposes, recordings will be deleted once the minutes have been approved.

Upon expiry, any personal data which we are not legally obliged to retain, will be securely destroyed.

When we will share your information

Other than as stated in the table above, we will share personal information with law enforcement, our regulators or other authorities if required by applicable law.

We will also share your personal information with internal departments or external third parties where it is necessary to administer our contractual relationship with you or where we have another legitimate interest in doing so (providing this is not overridden by your interests).

Our third-party service providers include:

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- The Education People - for more information on how they collect, process and store your data please see their [privacy policy](#)
- Zoom - for more information on how Zoom collect, process and store your data please see their [privacy policy](#) and [cookies policy](#)
- Microsoft Forms - for more information please see <https://www.microsoft.com/en-us/trustcenter>

Customer information may be shared within the Kent HoldCo. Ltd. Group (Commercial Services Group) under a Data Sharing Agreement. The Agreement reflects the requirements of the UK GDPR and DPA 2018. Where a customer organisation purchases multiple services from within the Group the following information may be shared where this is required to deliver the services: title, name, email address / contact details, employee number, job title, products/services consumed.

We may also need to share some of the categories of personal information with other parties where a transfer of the business takes place. Usually, information will be anonymised or pseudonymised, but this may not always be possible. The recipient of the information will be bound by confidentiality obligations and legally binding data sharing agreements.

Where information may be retained

Information may be retained at our offices and those of our service providers, representatives and agents as described above.

We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details see https://commission.europa.eu/law/law-topic/data-%20protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries_en

Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same

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protection it has in Europe. For further details, see <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/international-transfers/>

Please contact us if you want further information on the specific mechanism used by

us when transferring your personal data out of the European Economic Area (EEA).

Reliance on UK exemptions from the GDPR

We may use information in reliance on the exemptions under the DPA 2018 where allowed e.g. where a claim to legal professional privilege would apply, in relation to the provision of confidential references or for the purposes of management forecasting (to the extent that such forecasting would be prejudiced by advance notification).

Your Rights

Under the DPA 2018 you have a number of rights which you can access free of charge which allow you to:

- Know what we are doing with your information and why we are doing it
- Ask to see what information we hold about you
- Ask us to correct any mistakes in the information we hold about you
- Object to direct marketing
- Make a complaint to the Information Commissioners Office

Depending on our reason for using your information you may also be entitled to:

- Ask us to delete information we hold about you
- Have your information transferred electronically to yourself or to another organisation

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- Object to decisions being made that significantly affect you
- Object to how we are using your information
- Stop us using your information in certain ways

We will always seek to comply with your request however we may be required to hold or use your information to comply with legal duties.

Please note: your request may delay or prevent us delivering a service to you.

For further information about your rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioners Office (ICO) on individuals' rights under the General Data Protection Regulation: <https://ico.org.uk/>

If you would like to exercise a right, please contact DPO@csLtd.org.uk or write to Data Protection Officer, Cantium Business Solutions, 1 Abbey Wood Road, Kings Hill, West Malling, England, ME19 4YT.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it.

Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

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

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Who to Contact

Please contact DPO@cs ltd.org.uk to exercise any of your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for.

You can contact our Data Protection Officer at DPO@cs ltd.org.uk or by writing to Data Protection Officer, Cantium Business Solutions, 1 Abbey Wood Road, Kings Hill, West Malling, England, ME19 4YT.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone 03031 231113.

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

This document was last reviewed February 2023.

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