

Privacy Policy



Document Number: T4E015

Date of Issue: 09/10/2025

Date of Review: 08/10/2026

www.training4employment.co.uk

Privacy Policy

This document is designed to help you understand what information we collect, why we collect it, how we use it and the choices you have regarding your personal data.

We believe in full transparency and accountability when handling your information. By reading this policy, you will understand how we keep your data safe, the legal basis for processing it, and how you can exercise your privacy rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy applies to all users, learners, visitors, and anyone accessing our website, app, or related services.

1. Introduction

Welcome to Training4Employment.co.uk (referred to as “T4E”, “we”, “our”, or “us”).

We are committed to protecting your privacy and ensuring your personal information is handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains how we collect, use, store and protect your information when you:

- Visit our website Training4Employment.co.uk,
- Use our T4E Learner Hub mobile app, or
- Interact with us through email, phone, or other means.

By using our website or mobile app, you agree to this Privacy Policy. If you do not agree, please discontinue use immediately.

2. Who We Are

Training 4 Employment Ltd

Registered Office: 89-91 Hatchett Street, Birmingham, B19 3NY

Website: <https://training4employment.co.uk>

Email: info@training4employment.co.uk

Phone: 08082808098

We are a UK-based training provider offering SIA and vocational training courses, online learning and learner support through our digital platforms.

3. Information We Collect

We may collect and process the following information:

a. Personal Information when you register, enrol, or contact us:

- Full name
- Date of birth
- Email address
- Phone number
- Postal address
- National Insurance number (if required for qualification registration)
- Identification details (e.g., ID verification documents)

b. Course and Learning Information

- Course bookings and attendance records
- Assessment results and progress data
- Certificates and accreditation records
- Feedback and learner support requests

c. Payment Information if you make payments online or in-app:

- Billing address
- Transaction details (we do not store full card numbers — payments are processed securely via third-party payment providers such as Stripe or PayPal)

d. Technical Information when using our website or app:

- IP address
- Browser type, operating system, and device identifiers
- App usage logs and crash reports
- Cookies or similar technologies for analytics and performance

e. Communication Data

- Emails, messages, or calls with our support or admin teams
- Notifications and communication preferences

4. How We Use Your Information

We process your information to:

1. Register and manage your learner account

2. Process course bookings and payments
3. Deliver online and in-person training
4. Provide access to learning materials via the T4E Learner Hub
5. Verify learner identity and eligibility for accredited courses
6. Issue certificates and maintain qualification records
7. Communicate with you about courses, updates, or support
8. Improve our services, content and app performance
9. Comply with legal, regulatory and awarding body requirements

5. Legal Basis for Processing

We process personal data under one or more of the following legal bases:

- **Contractual necessity:** to deliver our training services and fulfil course enrolments.
- **Legal obligation:** to comply with awarding bodies or statutory regulations.
- **Legitimate interest:** to improve our platform, prevent fraud and communicate relevant updates.
- **Consent:** where you have opted in to receive marketing or communications.

You may withdraw consent at any time by contacting us at info@training4employment.co.uk.

6. How We Share Your Information

We only share personal data where necessary and lawful, including with:

- **Awarding organisations** (e.g., Highfield Qualifications, Ofqual-regulated bodies)
- **Payment processors** (e.g., Stripe, PayPal)
- **Technology providers** (for hosting, analytics, and app maintenance)
- **Regulatory authorities or law enforcement** (when legally required)

We never sell or rent your personal data.

7. Data Storage and Retention

All personal data is securely stored on servers located within the United Kingdom or the European Economic Area (EEA).

We retain your data only for as long as necessary to fulfil the purposes outlined in this policy, including legal or accreditation recordkeeping (typically up to 3 years after course completion).

8. Security

We implement strict security measures to protect your information from unauthorised access, loss, misuse, or alteration.

These include:

- Encrypted data transmission (SSL/TLS)
- Secure cloud storage and firewalls
- Access control and staff confidentiality agreements

Despite these measures, no system is 100% secure and users share data at their own risk.

9. Your Rights

Under the UK GDPR, you have the following rights:

- Access – Request a copy of your personal data.
- Rectification – Correct inaccurate or incomplete data.
- Erasure – Request deletion of your data (where legally permissible).
- Restriction – Limit processing in certain circumstances.
- Data portability – Receive your data in a machine-readable format.
- Objection – Object to processing based on legitimate interest or direct marketing.

To exercise these rights, contact us at info@training4employment.co.uk. We aim to respond within 30 days.

10. Cookies and Tracking

Our website uses cookies to enhance user experience, analyse traffic, and support functionality. You can manage or disable cookies through your browser settings.

The app may also use analytics tools (e.g., Google Firebase, MS Clarity, etc.) to track performance and improve usability.

11. Third-Party Links

Our website or app may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. Please review their privacy policies before providing personal information.

12. Children's Privacy

Our services are generally intended for individuals aged 18 and above, with exceptions for learners aged 14 and over only where specific course entry requirements permit enrolment from age 14.

We do not knowingly collect personal data from individuals under the age of 14 without verified parental or guardian consent.

13. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in law or our practices. Any updates will be posted on our website and app with a revised "Effective Date."

14. Contact Us

If you have any questions, concerns, or complaints about this Privacy Policy, please contact:

Data Protection Officer
Training 4 Employment Ltd
89-91 Hatchett Street, Birmingham, B19 3NY
Email: info@training4employment.co.uk
Phone: 08082808098

If you are unsatisfied with our response, you may contact the Information Commissioner's Office (ICO) at <https://ico.org.uk>.

Audit	
Nominated Lead:	Print Name: Simona Kavaliauskaite Date: 09/10/2025
Authorised by:	Print Name: Riz Dean Date: 09/10/2025
Direct enquiries to:	Info@training4employment.co.uk

Review History		
Version #	Date	Reviewed By
1.0	09 October 2025	Riz Dean