

Confidentiality Policy

What is Confidential Information?

Confidential information is personal information which will only be shared with other appropriate people who have a requirement to know for a stated and suitable purpose. Learners need to be aware that solely personal matters shared with a member of staff will be respected and remain confidential. However, in some cases, information will need to be shared with other staff, work places or others.

Ringway Training Limited regards data about individual learners as confidential and will not release confidential data to a third party, or publish data on individuals without the express permission of the person(s) involved.

Storage of Confidential Information

Data will be held in both paper and computerised form for the use of Ringway Training Limited and the service being provided. Ringway Training Limited will be required to collect personal data on individuals for registration and certification purposes, and in the interests of completing business transactions.

Named data about individual learners or customers of Ringway Training Limited will not normally be released to any person or persons other than Ringway Training Limited staff members and associated who have a legal requirement to access information. For example, this could be an awarding body for a qualification, which will adhere to their own confidentiality policy.

Information collected as hard copy (paper) material is stored using secure and controlled systems and electronic information, using ICT, is protected by password control and which is encrypted and stored using remote storage devices (not held on individual computer systems).

Ringway Training Limited and the Data Protection Act

The data holdings and general interests of Ringway Training Limited are registered under the Data Protection Act (DPA) 1984. An individual has the right to request a copy of the confidential data held by Ringway Training Limited about them. Such data will be released on receipt of a written request from the individual to Ringway Training Limited within 14 working days and proof of identity may be required.

Spoken Information

Anybody wishing to speak to a member of staff in confidence should be aware that if the information disclosed is such that the well-being of the person, staff or colleagues may be at risk, then the member of staff to whom such disclosures are made will be required to make a senior member of staff aware of this.

Requests for personal information about staff (for example, telephone numbers), will not be given out without their permission. If you are concerned about the safeguarding of any person associated with Ringway Training Limited then please speak initially with your line manager and secondly, direct your concerns to Mark Mallender (Managing Director) immediately.

Anybody who requires further explanations of this procedure should contact Mark Mallender (Managing Director) on 01625 520 434 or at mark@ringwaytraining.co.uk

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1	First original edition	1/9/2011	Mark Mallender	Richard Butler
2	No changes made	1/9/2012	Mark Mallender	Richard Butler
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