

# ESFA privacy notice – Apprenticeship Support & Knowledge for Schools/Colleges (ASK) Programme – Requesting ASK support

The Education and Skills Funding Agency (ESFA) is an executive agency of the Department for Education (DfE).

This privacy notice explains how we use (process) any personal data you give to us, or any that we may collect about you. This Privacy Notice should be read alongside the [ESFA Privacy Notice](#).

This notice is layered. So, if you wish, you can easily select the reason we process your personal information and see what we do with it.

For the purposes of relevant data protection legislation, the [DfE is the data controller for personal data](#) processed by the ESFA.

When you click the Request Support link on [apprenticeships.gov.uk website](#), we collect your personal information for the following purposes:

- To enable delivery of the services requested
- To provide statistical information to partner organisations
- To evidence and support activity against targets for organisations delivering the ASK programme

In addition, if you give your consent, we will collect your personal information for:

- Customer satisfaction surveys, and or;
- To enable us to monitor our performance against our equality and diversity objectives, and or;
- To ensure we are targeting our service to meet priority groups.

If you choose not to allow us to collect this additional information, you will still receive the same level of service.

If you do provide this additional information, you can choose later to withdraw your consent by contacting us at [ask.programme@education.gov.uk](mailto:ask.programme@education.gov.uk) at any time.

- *If you wish to withdraw your consent for customer satisfaction surveys, you can email [ask.programme@education.gov.uk](mailto:ask.programme@education.gov.uk)*
- *If you have spoken with one of the ASK programme delivery partners on the phone or face to face – you can contact your link partner using their details, or in person, and tell them you wish to withdraw your consent.*

If you would like:

- more information about how we process your personal data or your data protection rights.
- to make a request about your information – for example to request a

- copy of your information or to ask for your information to be changed
- to contact our Data Protection Officer

You can contact us in the following ways:

- Using our secure [online contact form](#)
- Or in writing to:  
Emma Wharram  
Data Protection Officer  
Ministerial and Public Communications Division  
Department for Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

## **The kinds of personal data we process about you**

When we ask you for personal data, we will:

- tell you the reasons we're asking for it
- only ask for the information we need
- make sure we don't keep it for longer than necessary
- protect it and make sure only the appropriate people have access to it
- let you know if we'll share it with other organisations
- keep it up to date where necessary
- consider privacy risks when we're planning to change the way we use or hold it
- train our staff to ensure we use and protect it properly

In return, we ask you to:

- give us accurate information
- tell us as soon as possible if there are any changes

We may process the following types of personal data about you:

- Name
- Job title
- School/College/Organisation address
- Email address
- Contact telephone number

## How and why we get information

We ask you to supply this information so that the ASK team in the ESFA can pass your details on to the relevant ASK delivery partner in your area. This will be managed through a secure Microsoft Teams channel.

The ASK delivery partners will contact you to arrange a planning meeting to discuss the type of support you need, and they will agree a date and time to deliver the services as part of the ASK programme

The lawful basis we often rely on for processing your personal data is to perform our public task to:

- To enable delivery of the services requested
- To provide statistical information to partner organisations
- To evidence and support activity against targets for organisations delivering the ASK programme
- Customer satisfaction surveys, and or;
- To enable us to monitor our performance against our equality and diversity objectives, and or;
- To ensure we are targeting our service to meet priority groups.

Your consent - You can remove your consent at any time. You can do this by using our [online contact form](#).

## Sharing your personal data

We may share your personal information with other services run by the ESFA and partner organisations, where the law allows it, or we have a legal obligation to do so:

To enable the delivery of ASK services to you, we may share information with the following organisations:

- Organisations working on behalf of local ASK Delivery Partner organisations
- Organisations that we introduce you to; if there is a specialist organisation that we believe may be able to assist you, we may pass basic details to them to allow them to deliver their services to you.
- Market research organisations – to check on your satisfaction with the service received and to see if you have made any progress in learning or work as a result; and only if you have agreed to this.

## How long we will keep your personal data

We will only keep your personal data for as long as we need it. ESFA has a disposal schedule for personal data based on the needs of the agency and the law.

We will take necessary steps to keep your information safe. It will then be securely destroyed when it is no longer needed.

If you want to know how long we keep your information, please write to ESFA Departmental Records Officer using our secure [online contact form](#).

## Storing personal data outside the UK

When ESFA stores personal data outside the UK, we will make sure we comply with the data protection law and take additional steps to keep your personal data safe, which can include additional technical/security arrangements, contractual agreements and data sharing agreements.

## Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to the Data Protection Officer at:

Ministerial and Public Communications Division  
Department for Education  
Piccadilly Gate

Store Street  
Manchester  
M1 2WD

You can also complain to the ICO if you are unhappy with how we have used your data by writing to:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

## **Changes to this privacy notice**

We may change this privacy notice and we encourage you to check this privacy notice from time to time.

Date last updated: 08 April 2021