

IAgSA ACCREDITED ONLINE TRAINING LEARNER PRIVACY NOTICE

General Data Protection Regulation (GDPR)

What this privacy notice covers

The Institute of Agricultural Secretaries and Administrators Ltd (IAgSA) is committed to protecting your personal information. In this notice references to 'we', 'us' or 'our' mean IAgSA. This notice explains how we collect and use personal information about you when you make a reservation booking onto, and thereby become a learner, on one of our accredited online training programme courses.

Who we are

IAgSA is a private limited company by guarantee under registration number 906606. The registered address for IAgSA is 23 Brackenhill Lane, Brayton, Selby, North Yorkshire YO8 9RY. More contact details are shown at the end of this notice. IAgSA operates the website www.iagsa.co.uk (the 'website') and the linked internal central IAgSA database. IAgSA is a data controller under data protection legislation.

Information we gather – for accredited online training course learners.

The personal information we capture has been provided directly by you, either at the time of your accredited online course booking, when you contact IAgSA to enquire about a course, or if already an IAgSA member/subscriber/website user,* at that earlier time. This personal information includes:

- Your personal details: full name, address, date of birth, email address and telephone numbers.
- Your payment details: course payment financial information.
- Your employment status: employed part or full time, self-employed, other.
- How you heard about us: website, press, another IAgSA member, other.
- Course information: whether you have completed a course previously, your performance on that course, and your performance on your current course as it progresses.
- Any information that would assist us in making reasonable adjustments for you. This may include health related issues or any learning disabilities or difficulties you may have.

Personal information includes special categories of personal data. Data concerning your health, for example, falls into this category. In the event that IAgSA does collect this information from you during your time on the course you may be asked to provide explicit consent.

*Please also refer to the broader IAgSA Privacy Notice published on the bottom lefthand side of each of the website's pages relevant for then (found by clicking here: [IAgSA Privacy Notice](#)).

Your information is collected from:

- Accredited online training booking forms entered on our website.
- Email and postal mail correspondence with IAgSA.
- Contact via phone or in person with IAgSA.

How will we use your personal information?

We will process your information for the purposes of:

- Your enrollment on the course, the day to day running of the course, supporting you during your time on the course and thereafter (where necessary) and monitoring your progress and performance on the course. This includes;
- Sending you emails and reminders on the training course timetable, IT guidance and course training materials and assessments.
- Contacting you by phone as needed to help ensure course deadlines are met, that virtual classroom sessions start on time and to help resolve urgent Course IT issues.

- Recording virtual classroom sessions for IAgSA quality assurance purposes.
- Maintaining the accuracy of your information and communicating with you for any other reason related to your course, including queries, complaints or reasonable adjustments as required.
- Obtaining your UK Rural Skills accredited IAgSA training course certificate from UK Rural Skills once you have successfully completed the course and sending this to you for your records.
- Monitoring course success rates and course feedback to inform future IAgSA course development.
- Updating your IAgSA CPD records on completion of the course if you are an IAgSA member.
- Inviting you to apply to become an IAgSA member if you are a non-member when you enroll.
- Sharing information with you about future / other IAgSA accredited online training courses.

We will respond to your queries and investigate your concerns via email, phone and/or post. If you do not wish to be contacted by IAgSA by any particular means, please contact us to change your preferences.

Use of cookies

Like most interactive web sites this Company's website uses cookies to enable us to retrieve user details for each visit. Cookies are used in some areas of our site to enable the functionality of this area and ease of use for people visiting. For more information on our use of cookies click here: [IAgSA Privacy Notice](#)

Who will have access to the information

A limited number of IAgSA National Office/Training individuals will have access to this information to run courses effectively, with roles and related access rights clearly defined on a needs-only basis. We will share names of successful learners with UK Rural Skills to obtain accredited course certificates.

We may also share your personal information with:

- The IAgSA Council of Management and/or the IAgSA Mentor Group and /or IAgSA Local Branches to provide information on course uptake, performance and accounting, and for future planning and support purposes.
- Third parties we contract to deliver trainings on our behalf or who provide IT services (or similar).
- Regulatory authorities and any other party when sharing of information is required by law.
- Our legal and other professional advisors

How we store your personal information

We store your data in our secure IT systems, or in the secure IT systems of third parties/contractors we have engaged to provide services on our behalf. Your personal data can only be accessed by individuals who need to have access for the purposes outlined above. We take reasonable organizational and technical measures to protect your information against unauthorised access, modification or misuse. We use services provided by reputable security providers.

What is the legal basis of processing your data

The legal basis for processing accredited online training learners' data is 'contract' as defined by Article 6 of the UK General Data Protection Regulation, where processing is necessary for the performance of a contract to which the data subject is party, in this case the contract for the accredited IAgSA online training course. In other cases, we may rely on 'Legitimate Interest' basis for lawful processing.

How long we will keep your information

In the absence of any legal requirements, your personal data will be retained for as long as is necessary for the purposes of processing as listed above. This means your data will be deleted if you withdraw consent to processing or the data is no longer required or inaccurate. If you decide to cancel or postpone your training course, we will hold your information for a period which is deemed reasonable.

How to keep us updated with any changes to your information

We would like you to keep us updated if the personal data we hold on you is inaccurate or incomplete. All requests to update your personal data must be sent in writing to IAGSA National Office (contact details are at the end of this notice) and the third parties above will be informed where relevant and possible.

Your rights

You have the right to:

- Update us and have any inaccuracies in your data corrected. If you would like to update the details we hold about you, please contact us on the details set out at the end of this notice.
- Request a copy of the personal information we hold about you. Please submit your request in writing to the contact details shown at the end of this notice. We will respond within one month of receipt of your written request. Please provide us with as much information as possible about the nature of your contract with us to help locate your records. The request is free of charge unless the request is manifestly unfounded or excessive.
- Request that we delete your personal data so it is erased from our records.
- Object to certain types of processing such as direct marketing.
- Withdraw consent at any time where we are relying on consent to process your personal data.
- Request the transfer of your personal data to you or a third party. We will provide to you, or your chosen third party, your data in a structured, commonly used, machine-readable format.

If you wish to exercise any of the rights set out above, please contact us.

Enquiries and Complaints

Please contact us if you have any queries arising from this privacy notice. Where possible, please raise all enquiries in writing. If you are unhappy with our handling of your data or something that we have done or failed to do, please inform us in writing. We will acknowledge receipt of all complaints and will endeavor to investigate the complaint as soon as is reasonably practicable.

All enquiries and complaints should be sent to:

Institute of Agricultural Secretaries and Administrators Ltd.
23 Brackenhill Lane, Brayton, Selby, North Yorkshire, YO8 9RY
Tel: 01604 770372
Email: iagsa@iagsa.co.uk
Website: www.iagsa.co.uk

You may also complain directly to the Information Commissioner's Office if you are concerned with how we are handling your personal information. Their contact details are shown below:

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Tel: 0303 123 1113 or 01625 545745
Website: www.ico.org.uk

Review of IAGSA Privacy Notice

This notice was last reviewed in September 2023. The content of the policy may be reviewed and changed without prior notice, please visit the notice on our website for any changes. We may update the terms of this privacy notice at any time, so please do check it from time to time.