



Privacy Notice - Learners

Protecting Your Personal Information: Your Rights, Our Responsibilities

AKG Learning are committed to being transparent and open about the data we process. This Privacy Notice explains what we do with your personal information that we collect, why we need it, who we share it with and how long we keep it for. An up-to-date version of this Privacy Notice is also available on our website

AKG Learning is an Apprenticeship and Skills Training Provider, approved by the Education and Skills Funding Agency, to deliver apprenticeships, Advanced Learner Loans and other work-based learning across England and is an accredited training provider offering commercial training internationally. We provide work-finding services to clients and work-seekers, accredited and non-accredited training delivery and keep clients up to date with courses and industry/sector news.

We process personal data (including sensitive personal data) so that we can provide these services and in doing so, we act as both a Data Controller and a Data Processor.

You may provide your personal details directly, for example by completing an application or registration form or by making an enquiry via our website.

We may also collect your personal information from other sources such as employers, support agencies, referrers, or partner organisations.

Our reasons and legal basis for processing your information

We process personal data for the purposes of delivering our services which may include providing you with work-finding services, accredited and non-accredited training delivery or keeping you up to date with courses and industry/sector news.

We may also use your information during the course of internal and external audits where we may be required to demonstrate our compliance with contractual requirements, industry standards and to demonstrate that we are providing you with a good service.

Our legal basis for processing your information:

Personal Data

- Where we have a legitimate interest
- To comply with a legal obligation that we have
- To fulfil a contractual obligation that we have with you or commissioner of our services

Sensitive Personal Data (sometimes called Special Category Data)

- Your consent
- To carry out our obligations in the field of employment and social security and social protection law.

You do not have to give your consent and may withdraw this consent at any time however, you should be aware that, if you do not wish to provide consent to collect or store your Sensitive Personal Data, this may limit the services we can offer you and therefore reduce their effectiveness.

What sort of information do we ask for?

We may collect the following Personal and Sensitive Personal Data:

- personal details e.g. name, address, date of birth, contact details
- family details e.g. emergency contact
- lifestyle and social circumstances
- financial details e.g. bank details
- education, training and employment history
- unspent criminal conviction information
- support needs e.g. physical or mental health information which may need taking account of to make reasonable adjustments
- racial or ethnic origin
- religious or other beliefs
- trade union membership

You may also choose to share other information with us in relation to your personal and domestic situation or family circumstances or any other information that could affect your ability to fully engage with us. You may also want to provide us with contact details for your next of kin or family member or someone who may act as a carer, translator or support for you.

For some of parts of our delivery, we may record details of conversations and interactions with you, such as when undertaking assessments, and to help improve the accuracy and quality of our records, we use Magic Notes powered by Beam, a secure AI-powered tool. This helps us create clear and accurate notes which will assist in improving the quality of the support we can offer. Before recording our conversations, we will make sure you are happy for us to record and ask for your consent. If you do not agree to the recording, we will capture the same information by taking notes manually.

We may also use Interpret (Real Time Translation) which is hosted in the Magic Notes website. Interpret is used to increase access to support for learners for whom English is not their first language and improve outcomes. Interpret translates conversations in real time, but there is an option to transcribe that conversation in Magic Notes if required.

The recording within the Magic Notes system is stored in the UK and is retained for 60 days before it is automatically deleted. The transcription of the recording is reviewed and amended where relevant and uploaded to your case record.

All this information is stored securely in our IT systems. Your record containing your personal details is held within our case management system, PICS, provided by Advanced Computer Software Group. The system is cloud hosted in Microsoft Azure utilising data centres within the UK. No data is transferred outside the UK.

Who do we share your information with?

We may share your Personal Data and/or Sensitive Personal Data with third parties, however where required, we will obtain your consent before sharing this information. The organisations and people we regularly share information with are:

- business associates and other professional advisers e.g. tutors and assessors
- educators and awarding bodies
- current, past or prospective employers
- family, associates and representatives of the person whose personal data we are processing
- employment and recruitment agencies
- student loan company, ESFA, GLA and other funding bodies
- suppliers and service providers
- central government (Department for Education)
- the organisation that referred you to our programme
- debt collection and tracing agencies

There may be times when we are legally required to share information with statutory agencies such as the Police, Local Authorities, Courts or HMRC. This may be in relation to safeguarding risks, criminal or civil proceedings or fraud. Information can be shared without your knowledge in these circumstances.

There may be other times when we are requested to provide the information we hold on you by third parties not related to the delivery of our services, and where required, we will seek your explicit agreement before providing any information.

If we were to sell or transfer our business or part of our business this may involve the transfer of our operations and/or records to another organisation(s). As part of the sale or transfer, your personal data may be transferred to the new organisation(s) who will, under the terms of this Privacy Notice, be permitted to use this data for the purposes for which it was collected i.e. to deliver our services.

We do not share or store your information with bodies outside of the UK and EU.

Third party processors

Our carefully selected partners and service providers may process personal information about you on our behalf. Where appropriate, a contract with those third parties will be in place.

Digital marketing service providers

We periodically appoint digital marketing agents to conduct marketing activity on our behalf, such activity may result in the compliant processing of personal information. Our appointed data processors include:

(i) Prospect Global Ltd (trading as Sopro) Reg. UK Co. 09648733. You can contact Sopro and view their privacy policy here: <http://sopro.io>. Sopro are registered with the ICO Reg: ZA346877 their Data Protection Officer can be emailed at: dpo@sopro.io.

How long do we keep your information?

AKG Learning will retain your personal data only for as long as is necessary for the purpose we collect it. This is usually for a 7-year period following the end of your engagement with us. However, different laws and contractual and funding requirements may require us to keep different data for different or longer periods of time.



Your Rights and how to get a copy of the information we hold on you

You have rights under the law including the right to see the information we have relating to you, to ask us for a copy of it, to have it changed if it's not right, or out of date, or to have it deleted. There will be times when we can't delete all of your information because our contract with the commissioner requires us to keep certain parts of your record for audit purposes.

No payment is required for a copy of your information and we will provide it to you within one month of you asking for it. To get a copy of your information contact the Data Protection Officer by email at DPO@akguk.co.uk. You may need to provide your full name and date of birth and current address. Additional identification may also be required such as a driving licence, passport or Birth Certificate.

What if you are unhappy about the information we keep about you?

If you aren't happy about how we are looking after your information, then you should talk to us about it. You can contact the Data Protection Officer for at DPO@akguk.co.uk. After talking to us, if you are still not happy you can contact the Information Commissioner's Office who can be contacted at:

Information Commissioner's Office

Whycliffe House, Water Lane

Wilmslow, Cheshire. SK9 5AF

Telephone 0303 123 1113

Further information about the work of the Information Commissioner and about data protection can be found at www.ico.org.uk

Website Access and Usage

Our website uses cookies - a cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

Our website allows you to set your cookie preferences:

Silver - Highest level of privacy. Data accessed for necessary basic operations only. Data shared with 3rd parties to ensure the site is secure and works on your device.

Gold - Balanced experience. Data accessed for content personalisation and site optimisation. Data shared with 3rd parties may be used to track you and store your preferences for this site.



Platinum - Highest level of personalisation. Data accessed to make ads and media more relevant. Data shared with 3rd parties may be used to track you on this site and other sites you visit.

Your preferences and the cookies are then stored for one month however web browsers allow you to delete cookies.

This Privacy Notice may periodically be updated. Updated versions will be published on our website. This Notice was last updated on 10/02/2026.

Approved for publication.

A handwritten signature in black ink, appearing to read 'A. Simm', is positioned above the printed name.

Andre Simm
IT Director