

Privacy Notice



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At LiftSkill, we are committed to upholding the law's principles with transparency and fairness in our business. We believe that trust and effective MHE training services can be achieved by safeguarding your data and being transparent about how we manage it.

This Privacy Notice outlines how we will handle your data ("Personal Data") when delivering the services available on our website: <https://www.liftskillacademy.co.uk/>.

The LiftSkill Data Protection Privacy Notice describes how we collect your Personal Data, why we collect it, what we do with your Personal Data, with whom we share it, how we protect it, and your choices as to how your Personal Data is used.

Who is responsible for the collection and use of your Data?

When providing the MHE Training Services to you, and depending on your requirements, LiftSkill may collaborate with the following partners acting as joint controllers:

- ASSOCIATION OF INDUSTRIAL TRUCK TRAINERS (**AITT**), Unit 4, Grange Farm Business Park Grange Road, Hugglescote, LE67 2BT, Tel: 01530 810867, <https://www.aitt.co.uk/>.

In a nutshell:

- **AITT** is a nationally recognised accrediting body for workplace transport training. They uphold the training standards for operators, instructors, tutors, and examiners by providing training on workplace transport and material handling equipment (**MHE**) to ensure safety and competence per the HSE Approved Code of Practice (**ACOP L117**). AITT's operator registration scheme is **ACORNS** (AITT Certification of Operator Registration Number Scheme), which assists in compliance with HSE guidelines. ACORN is a database of all the AITT-accredited training that registered training providers have delivered.
- Based on your training needs and the selected accreditation scheme, LiftSkill Academy may transmit your Data electronically to AITT to deliver specific Services.

Why do we collect and use your Data?

We collect and use your Data for the following purposes:



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Privacy Notice

- To provide you with the Services and manage your requirements.
- For monitoring, analysing, innovating, and enhancing the quality and performance of our products and services.
- To provide updates related to legal requirements and assist our customers in maintaining compliance.
- To handle your queries or complaints.
- To support our sales and marketing activities and improve our communications.
- To send you personalised communications.
- To maintain and support application and certification processes.
- If reasonably necessary, to address a dispute or partake in an investigation, whether directly with you or in collaboration with a third party.
- To undergo audits conducted by accreditation bodies, such as AITT.
- When we are compelled by legal authorities, regulators, or judicial orders to reveal your Data.
- When we are bound by legal requirements to process your Personal Data (e.g., we must retain specific billing information according to tax and accounting regulations).

Why do we share your data with third parties?

We may share your Personal Data with third parties, where the law allows us to do so, for the following purposes:

- We must do so to fulfil our legal obligations, such as our obligations under environmental or competition law.
- To be registered with Accredited Registration Schemes (ARS) like ITSSAR or AITT, certain identification information relating to you must be sent to them. LiftSkill will collect that identification information from you and provide it to the ARS.
- When you have provided your consent (or when it's legally permissible), allowing our accrediting bodies, ITSSAR and AITT, to get in touch with you as part of delivering specific products or services, such as sending certificates of basic training or to perform LiftSkill audits related to product or service enhancements, research, and development, ITSSAR and AITT oversee a network of accredited training providers and are accountable for upholding elevated service standards and managing customer-related duties.
- Due to the legal requirements, we must share Personal Data with public authorities, such as law enforcement authorities, regulators, and courts.
- If reasonably required for resolving a dispute in which we are or may be involved, we might disclose your Personal Data to the other parties or a court of law, for instance.

We may need to disclose your Data to third parties for the following matters:



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Privacy Notice

- Firms offering cybersecurity services to aid in safeguarding the privacy, reliability, and accessibility of the information, systems, and software we utilise to provide the Services, such as Microsoft Office Business security servers.
- Services assisting in business operations and the development of products, such as Wix.
- Services managing databases.
- Solutions for managing configurations.
- Tools for monitoring and analysing that help oversee the infrastructure and cloud services we use to provide the Training Services, such as PDF Expert.

We share the personal data with the latter parties strictly for distinct and specific objectives.

Whose Personal Data will be processed?

We process the Personal Data of the person or organisation using our Training Services.

If you enrol your candidates in LiftSkill Academy's training program, you are required to share this Privacy Notice with them. This notice informs them about how their Personal Data is handled during our Training Services.

Which Personal Data will be processed?

We will collect and use various types of Personal Data related to the Training Services offered by LiftSkill Academy. Please note that in this Privacy Notice, each category of Personal Data may include some or all of the specific Personal Data detailed under that category.

1. Account information

- Identity information (e.g., title, family and first name, DOB).
- Contact information (e.g., mobile number, email address, postal address).
- Contact details for emergencies (if you have supplied this information on your application/ booking form).
- Feedback from candidates about the services.
- Data related to the usage of the app or service (e.g., login statistics).
- Details of the candidate's previous MHE training, such as applicable TOPS or ARCON identification number.

2. Billing information

- Data relating to invoices and payments for the Services (e.g., history of your payments for the Services, invoices, VAT number, if applicable).

What are the legal bases for LiftSkills use of your Data?



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Privacy Notice

1. Necessary for the performance of our contract with you

- To provide you with the Training Services, we typically process your Data as required to fulfil the service contract you entered by agreeing to the relevant Terms of Use.

2. Our legitimate interests

- Where applicable, we process your Data if necessary to pursue our legitimate interests in providing the Training Services.
- We utilise your Personal Data to enable third parties (such as AITT) to issue MHE training certificates to candidates or contact you for feedback.
- To establish communication with a contact person that you have designated for use in emergencies.
- To reveal your Data when legal authorities or courts mandate us to do so.

Our legal obligations

- We handle your Data when we must meet our legal responsibilities, including abiding by court rulings or government agencies' decisions. For instance, if we have billed you for our services, we might be obligated to store the invoice (along with your Data) for some time as the law dictates.

4. Based on your consent

In certain instances, we will only process your Data if you have consented. For example:

- Support your training needs and help you stay compliant (e.g., sending reminders for MHE refresher courses).
- To tailor our communications to your specific needs.
- You can update your consent preferences with LiftSkill anytime by communicating changes (e.g., via email to liftskill@outlook.com).

LiftSkill Academy retains candidates' training records and paperwork for at least three to five years. This duration allows us to demonstrate compliance with adequate training and certification requirements and provide documentation in the event of audits or inquiries.

Will my Data be transferred to other countries?

LiftSkill Academy operates within the UK and does not have a global presence. However, to obtain the requested training certification, we may need to share personal information with accredited bodies, which could have a global reach. As a result, your Data may be stored and processed by these bodies certified in various countries, including those outside your country of residence or where the training is delivered. Your Data might, for instance, be accessible on the databases of accredited bodies,



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Privacy Notice

such as TOPS or ACORNS, in the United Kingdom for verification purposes from anywhere in the world.

If we transfer the Personal Data outside the EEA, we take appropriate measures to protect it, which may include one of the following:

- The transfer falls under an adequacy decision by the European Commission under Article 45 of GDPR.
- The transfer is governed by standard data protection contractual clauses approved by the European Commission or a data protection authority under Article 46.2(c) or (d) of GDPR.

For more information on personal data transfer outside the EEA, consult [this page](#) on international data protection.

What are your rights concerning your Data?

Subject to applicable laws, you possess specific rights concerning your Personal Data under the context of the Services. These rights encompass:

- The **right to be informed**: One of the reasons for this privacy notice is to provide clear, transparent, and readily understandable details about how your data is used and your associated rights.
- The **right of access**: You can access your Data to confirm our use following applicable data protection laws.
- The **right to rectification**: You can request corrections to your Data if they are found to be inaccurate or incomplete.
- The **right to erasure**: This is the 'right to be forgotten,' which allows you to request the deletion of your data if there is no strong reason for us to retain it. Please be aware that exceptions apply, and it is not an absolute right.
- The **right to restrict processing**: You have the right to limit or restrict the use of your data. However, we can still store your data, but its use will be limited.
- The **right to data portability**: You can retrieve and reuse your data across different services. This right can be exercised for the personal data you provided us, which we've processed to fulfil our contract. However, exceptions apply and cannot be used if they adversely affect others' rights.
- **The right to object to processing**: If we process your data based on our legitimate interest, you can object to it unless we have a compelling reason to continue. For instance, if we collect and use your data to share it with Accredited Bodies like AITT for accreditation purposes, you can opt-out by emailing liftskill@outlook.com.
- The **right to object** at any time to processing your Data for **direct marketing** purposes.
- The **right to complain**: You can complain about how we handle your Personal Data with the national data protection authority, the Information Commissioner's Officer (ICO), at the following address: Information Commissioner's Officer, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.



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Privacy Notice

- The ***right not to be subject to automated decision-making***: You have the right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects for you or similarly significantly affects you. For example, a candidate's previous forklift training failure records cannot influence new training decisions.
- If we process your Personal Data based on your consent, you can ***withdraw*** that ***consent*** at any time by contacting [LiftSkill Academy](#).

Please note that you may exercise the rights mentioned above only about the Personal Data we hold about you in the Services context.

How can I exercise my privacy rights and contact LiftSkill Academy?

- For more information about our use of your Personal Data and to exercise your privacy right of access, right to data portability, right to erasure and right to object, email liftskill@outlook.com.

We will do our best to fulfil your requests in a reasonable time, always following the legal timeframes. However, if we have any doubts about your identity, we may ask you to provide proof to avoid unauthorised access to your Data.

Please note that even if you have requested the deletion of your Personal Data, we may still need to keep some Personal Data if required or authorised by law.

Changes to this Privacy Notice

- LiftSkill Academy may update this Privacy Notice from time to time, and when we do so, we will re-issue a revised Privacy Notice.

Cookies and similar technologies

LiftSkill uses cookies or similar technologies to analyse your use of our website and app. For example, LiftSkill uses Wix as our website's online platform, and Wix uses cookies to enhance the experience for our visitors and customers. These cookies help identify our registered members (users who have registered on our site) and to ensure platform security. You can find more detailed information regarding Wix's cookie usage on [this page](#).

Our website includes links to external sites beyond our control, and this Privacy Policy doesn't apply to them. Clicking on these links may lead you to third-party websites with their privacy policies. If you choose to visit these external sites, we are not responsible for the protection and privacy of your information. It's advisable to review the privacy policies of those websites before providing any personal data.

Please note that using our website or starting a request and providing personal information in the form implies automatic consent to use your data in line with this Privacy Statement.

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We value your feedback, whether it's a suggestion or a complaint. Contact us at liftskill@outlook.com with any questions or comments about our privacy statement.