



# Data Protection Policy

Document Specification:			
Purpose:	To set out the way in which NALP Training Company Limited, and NALP (incorporating the Membership Body, the Awarding Organisation and the Licensed Paralegal Register) collect, process and store the personal data of Members and Students, in accordance with the Data Protection Act 1998		
Accountability:	NALP Governing Board	Responsibility:	Responsible Officer
Last Review date:	6 <sup>th</sup> July 2017	Next Review due:	25 <sup>th</sup> May 2018
Version:	1.0	Links to Ofqual GCR:	C2

## National Association of Licensed Paralegals (NALP)

LG.02 Lincoln House,  
1-3 Brixton Road,  
London  
SW9 6DE  
**Tel: 0845 862 7000**

## Data Protection Policy

### 1. Purpose & Scope

This Policy covers the activities of two legal entities, covering a total of 4 businesses, under the NALP brand, referred to herein collectively as 'the Companies'. These are:

- The National Association of Licensed Paralegals (NALP) – this is a legal a membership body promoting the professional image of our members, plus an Awarding Organisation, recognised by Ofqual to offer regulated qualifications. NALP operates a register for Paralegals who meet higher criteria under the trading name of the Licensed Paralegal Register
- NALP Training Company Ltd – a training organisation offering regulated and unregulated qualifications to Paralegals as part of their personal and career development; and

The Companies are registered with the Information Commissioners' Office as Data Controllers, with the address of LG.02 Lincoln House, 1-3 Brixton Road, London SW9 6DE.

The aim of this policy is to ensure that the Companies:

- Collect and record personal data of our members and students in compliance with the Data Protection Act 1998
- Only use the personal data collected for the express purposes of providing or improving our services
- Ensure the accuracy of the data held at all times, or amending it as soon as reasonably practicable once advised of any errors
- Ensure the security of all data held against theft or misuse
- Comply with all provisions of the Data Protection Act 1998

### 2. The Authority and Responsibility

This policy applies to all staff directly employed by the Companies, plus all contracted staff and third-party administrators, including IT support services used by the Companies.

The responsibility for ensuring compliance with the Data Protection Act on a day to day basis lies with the Chief Executive Officer (CEO) of the Companies.

### 3. Summary of Our Privacy Policy

Your privacy is extremely important to us so we only use the information you provide about yourself and/or your company to provide our services or to help us to improve our services to you.

Our websites do not use Cookies nor any other automated method to collect personal information. No information is stored without your express or implied permission (i.e. if you have contacted us for an enquiry, we may collect the data for internal use only or to respond to you).

We do not share information collected with any third party except to the extent necessary to provide the services within the terms and conditions agreed, or where necessary to fulfil our regulatory or legal obligations.

### 4. The Information We Collect

The information collected and held about you will vary depending on the service we are providing, but can include:

- Name
- Date of Birth
- Proof of ID (where collected)
- Name of Centre where you were registered
- Date of registration
- Dates of assignments requests/submissions
- Assignments set/completed
- Result of assessments
- Date of any re-sit (if applicable)
- Copies of all completed assessment materials including all assignments and supporting documentation
- Date result and/or certificate issued to the Centre for forwarding to you or sent directly to you
- Details of any appeals made in accordance with our Appeals Policy
- Details of any complaint made in accordance with our Complaints Policy

The Companies may ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

### 5. How We Protect Your Information

- (a) All information you provide to us is stored on our secure servers and backed up to hard drives which are kept off-site for disaster recovery purposes. Emails and copies of website contacts are also stored on a secure cloud based system.
- (b) Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. The risk of information not being secure as a result of this password being shared with unauthorised persons lies with you.
- (c) Once we have received your information, we will use strict internal procedures and security features to try to prevent unauthorised access.
- (d) Although data may be shared between the Companies for the purposes of supplying our services, data will remain confidential and not shared with any other third parties, except with your express written permission (other than when legally required to do so as per the provisions of the Data Protection Act 1998).

### 6. How We Use Your Information

We use information held about you in the following ways:

- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us, e.g. the supply of assignments; the marking of completed assignments; the issue of qualification results; the administration of your membership with NALP; and the supply of support services in relation to our qualifications or our membership.
- To allow you to access secure areas of our Website when you choose to do so.
- To ensure that our records are kept up to date the data we hold about you.
- To ensure that all Student Records are complete and correct and that certificates are only issued to students who are entitled to that certificate.

We may also use your data to provide you with information about goods and services which may be of interest to you and we may contact you about these by email, SMS, post or telephone.

If you do not want us to use your data in this way, please let us know.

### 7. When We Might Disclose Your Data to Third Parties

We may disclose your personal information to third parties in a very limited number of circumstances:

- As part of investigations, monitoring or data requests from our regulator(s) (e.g. Ofqual).
- As part of information requests made by the Police or other Government appointed third parties as part of their investigations.
- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If all of the assets of the Companies are acquired by a third party, in which case personal data held by it about its clients will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of business and other agreements; or to protect the rights, property, or safety of the Companies, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

### 8. Your Rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us.

## **Data Protection Policy**

Our site may, from time to time, contain links to and from the websites of our clients and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

You have the right to ensure that data held by ourselves is correct and to request amendment if you feel there are any errors or omissions. Please submit such requests in writing and we will ensure the amendments is processed within 30 calendar days of receipt of such a request.

## **9. Your Consent**

By submitting your information, you consent to the use of that information as set out in this policy. If we change our privacy policy we will post the changes on this page, provide information on the forms requesting your details and may place notices on pages of the Website, so that you may be aware of the information we collect and how we use it at all times. We will also e-mail you should we make any changes so that you may consent to our use of your information in that way. Continued use of the service will signify that you agree to any such changes.