

Privacy Notice

Introduction

We believe that the pursuit of knowledge should be an open and enriching experience, and that starts with a foundation of trust. As you engage with our courses, events, and community, you share certain information with us. We take the responsibility of protecting that data seriously. This privacy notice is designed to be transparent and straightforward, explaining exactly how we collect, use, and safeguard your personal information in accordance with data protection laws.

How and Why We Use Your Information

Below is a clear breakdown of how we use your data, what that data includes, and the legal justification for each activity.

For Students & Participants		
Purpose of Processing	Personal Data Collected	Lawful Basis
When you enroll in a course, workshop, event or join a club and society.	Full Name, Postal Address, Email Address, Phone Number, Date of Birth, and Gender, Payment details	Contract
We ask about health conditions or disabilities so we can make any necessary adjustments to our classrooms ensuring everyone can learn in comfort and safety.	Medical conditions, allergies, and disability support needs.	Legal Obligation
We use specific demographic details to create anonymised reports for funding projects, which helps us prove the value of our work and secure funding.	Anonymised demographic data (postcode, age, gender, racial ethnicity)	Legitimate Interests
We use testimonials to engage prospective and current members and showcase the impact of our charity.	Name, testimonial	Consent
We take photos and film during our activities. We use these images to promote adult	Image, audio	Legitimate Interests

learning, share our community's achievements with the world, and archive our journey for the future		
We process your data to send you marketing materials when you have given us your permission to do so.	Name, Email address	Consent

For General Public		
Purpose of Processing	Personal Data Collected	Lawful Basis
We process your data to send you marketing materials when you have given us your permission to do so.	Name, Email address	Consent

For Staff, Tutors and Volunteers		
Purpose of Processing	Personal Data Collected	Lawful Basis
Staff/Tutors: We process your professional history and interview notes to assess your suitability for a role and to ensure we build a skilled team for our charity.	Full name, CV, Cover Letter, References, and Interview Notes.	Contract
Staff/Tutors: We use your financial and tax information to ensure you are paid accurately and that we meet our legal reporting duties to HMRC.	Bank details, National Insurance (NI) number, and tax codes.	Legal Obligation

Staff/Tutors: We conduct identity and criminal record checks to maintain a safe environment for all our, particularly those who may be more vulnerable.	Proof of identity (passport/utility bills) and criminal record status.	Legal Obligation
Staff/Tutors: We maintain records of your appraisals to monitor performance.	Full name, job title, appraisal notes.	Contract
Staff/Tutors: We maintain records of any disciplinary or grievance action.	Full name, job title, disciplinary/grievance information.	Contract
Staff/Tutors/Volunteers: We deliver training to support your professional growth and effectively manage our workforce.	Full name, job title, training records.	Contract
Staff/Tutors: We keep note of any health-related absences or adjustments to ensure we are fulfilling our duty of care as a responsible employer.	Sickness records and occupational health assessments.	Legal Obligation
Staff/Tutors/Volunteers: We take photos and film during our activities. We use these images to promote adult learning, share our community's achievements with the world, and archive our journey for the future	Image, audio	Legitimate Interests
Staff/Tutors/Volunteers: We process your data to send you marketing materials when you have given us your permission to do so.	Name, Email address	Consent

For Trustees and Members		
Purpose of Processing	Personal Data Collected	Lawful Basis
Trustees: We collect details about our Trustees to fulfill our legal transparency requirements with the Charity Commission and to manage any potential conflicts of interest.	Name, address, occupation, and "Conflict of Interest" declarations.	Legal Obligation
Members: We keep a register of our members to manage renewals and to ensure you can exercise your right to vote at our Annual General Meeting.	Contact details and record of attendance/voting at the AGM.	Legal Obligation
Trustees: We process specific personal details for our Trustees as required by law to register them as official directors of the charity.	Full name, DOB and residential address (for Companies House/Charity Commission).	Legal Obligation
Trustees: We share the names and professional backgrounds of our Trustees to show our community who is leading the Guild and to maintain public trust.	Trustee names (and sometimes photos/bios) for the website/annual report.	Legitimate Interests
Trustees/Members: We take photos and film during our activities. We use these images to promote adult learning, share our community's achievements with the world, and archive our journey for the future	Image, audio	Legitimate Interests
Trustees/Members: We process your data to send you marketing materials when you have given us your permission to do so.	Name, Email address	Consent

Legitimate Interest Test

The legitimate interest test is a three-part assessment used to determine if a data controller can lawfully process personal data under GDPR, balancing their interests against the data subject's rights and freedoms. Where we use Legitimate Interest, we will conduct this test. The test comprises of:

1. **Purpose Test:** The controller must identify a clear, specific, and legitimate interest for processing the data.
2. **Necessity Test:** The processing must be necessary and proportionate to achieve that purpose, with no less intrusive alternative available.
3. **Balancing Test:** The controller's interests must be weighed against the data subject's fundamental rights and freedoms. The processing is only lawful if the controller's interests do not override those of the individual.

Special Category Data

We do not generally collect "special categories" of personal data (such as details about your race, religion, sexual orientation, or health) unless it is strictly necessary for a specific service or legal requirement. If we do, we will ensure we have your explicit consent or a valid legal gateway to process it.

Third Party Collection of Personal Data

While we usually collect information directly from you when you enroll, we may receive data from:

- **Payment service providers** to confirm your course fees.
- **Analytics providers** (such as Google) via our website.

How Long We Keep Information For

We retain your personal data only for the duration necessary to fulfill the specific purposes for which it was collected, including course management, staff, and the satisfaction of legal, tax, or reporting requirements. To determine appropriate retention periods, we assess the sensitivity of the data, the potential risk of harm from unauthorized use, and applicable statutory limitation periods. We may extend these periods where necessary to exercise or defend legal claims or to comply with a court order.

Security of Personal Data

We implement technical and organizational measures to safeguard your personal data against unauthorized access, loss, or disclosure. Access is strictly governed by a "need-to-know" policy, ensuring only authorized personnel and partners process your information under our direct instruction. We maintain procedures to detect and respond to potential security breaches. In the event of a breach, we will notify you and any applicable regulators whenever we are legally required to do so.

Children's Information

The Guild for Lifelong Learning is committed to providing educational opportunities for all ages. We knowingly collect and process personal data relating to children (under the age of 18) when they enroll in our youth programs, family workshops, or community events.

We only collect a child's data, primarily for safeguarding and emergency contacts, after obtaining explicit consent from a parent or legal guardian. This information is protected by enhanced security measures and is strictly accessible only to staff and tutors with valid Enhanced DBS checks. Until a child reaches the legal age to exercise their own data rights (from 12 years of age), parents and guardians may manage these rights on their behalf.

Your Rights

In this section, we have summarised the rights you have under the UK General Data Protection Regulation (UK GDPR). Some of these rights are complex, and not all specific details are included here. For a full explanation, we encourage you to read the relevant laws and guidance provided by the Information Commissioner's Office (ICO). Further information can be found here: <https://ico.org.uk/for-the-public/>

Your principal rights as a member or learner of The Guild are:

The Right to be Informed

We are required to provide clear and transparent information about how we process your personal data. This privacy notice is designed to address this right and keep you fully informed.

The Right of Access

You, or a third party acting on your behalf with your authority, may request a copy of the personal data we hold about you (such as your enrolment history or contact details) without charge.

Note: We will verify your identity, or request evidence of third-party authority, before releasing any personal data to ensure your information remains secure.

The Right to Rectification

If you believe the personal data we hold—such as your address or emergency contact information is incorrect or incomplete, you have the right to have it corrected. You may also request that we restrict processing while these corrections are being made.

The Right to Erasure ('The Right to be Forgotten')

If there is no lawful basis or legitimate regulatory reason for us to continue processing your personal data, you may request that we erase it from our systems.

The Right to Restrict Processing

You may ask us to "pause" the processing of your data. This means we will still store the information but will not use it. This is a conditional right and usually applies if:

- You contest the accuracy of the data.

- The processing is unlawful, but you oppose erasure.
- We no longer need the data, but it is required for your legal claims.
- You have objected to processing and are waiting for us to verify the grounds.

The Right to Data Portability

You can request that your personal data be transferred to another provider (e.g., another educational institution) in a machine-readable format if:

- The processing is based on your **consent**.
- The processing is carried out by **automated means** (digital records rather than paper files).
- The processing is necessary for the **fulfilment of a contract**.

The Right to Object

You can exercise your right to object to us processing your data if:

- The processing relies on "**Legitimate Interests**".
- The processing is for **scientific or historical research**.
- The processing includes **automated decision-making or profiling**.
- The processing is for **direct marketing** (e.g., you no longer wish to receive our course brochures).

If you have any questions about these rights or how to exercise them, please refer to contact us using the contact details provided in section 16 or by contacting The Guild directly.

Consent

Where you have given consent for processing, or explicit consent in relation to the processing of special category data, you have the right to withdraw this consent at any time, but this will not affect the lawfulness of processing based on consent before its withdrawal.

Failure to Provide Information

Where we need to collect personal data by law or under the terms of a contract we have with you, and you fail to provide that data, we may not be able to perform the contract (for example, enrolling you onto a course).

Cookies

Our website uses cookies to distinguish you from other users. This helps us provide you with a good experience and allows us to improve our site. You can set your browser to refuse all or some cookies, but some parts of our website may become inaccessible. For more information about cookies please see our Cookie Policy.

Automated Decision Making

Your personal data is not used in any automated decision making (a decision made solely by automated means without any human involvement) or profiling (automated processing of personal data to evaluate certain conditions about an individual).

Transfers to Third Parties

The Guild may disclose your personal data, listed in section 2 to some third parties to help us deliver our services. All third parties are contractually bound to protect the personal data we provide to them. We may use several or all of the following categories of recipients:

- Business partners, suppliers, contractors for the performance of any contract we enter into with them or you.
- Third parties that support us to provide products and services e.g. IT support, cloud-based software services, providers of telecommunications equipment.
- Marketing services providers.
- Professional advisors e.g. lawyers and auditors.
- Web analytics and search engine provider to ensure the continued improvement and optimisation of our website.

Transfers Outside of the UK

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the specific safeguards approved by the UK Information Commissioner's Office (ICO) is implemented.

Complaints

We take any complaints about our collection and use of personal information very seriously. If you think that our collection or use of personal information is unfair, misleading, or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact us: privacy@guildlifelonglearning.org

If you have made a complaint we will acknowledge your this as soon as possible and no later than a calendar month, as per UK GDPR.

If you are not satisfied with how we have handled your complaint you can escalate your concerns to the Information Commissioner's Office:

By Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

By Website: [Click Here](#)

By Phone: 0303 123 1113

Representation

We do not have a representative in the European Union. As we are a UK-based organisation providing services locally within the UK, we do not fall under the requirement to appoint an EU representative under Article 27 of the EU GDPR. All data protection matters are handled directly by our UK office.

Policy Review and Amendments

We keep this Policy under regular review. This Policy was last updated on **21/01/2026**

We reserve the right to update this privacy notice at any time, and we will inform you when we make any substantial updates to this policy. We may also notify you in other ways from time to time about the processing of your personal information.