Protecting Your Personal Information: Your Rights, Our Responsibilities

Our privacy notice tells you what we do with your personal information, why we need it, who we share it with and how long we keep it for. You can find it on our website, or if you want a copy of it, you can ask anyone from Paragon Education & Skills Limited to give one to you.

Your personal information is the information that identifies you - like your name, or address and other contact details. We collect this information when we talk to you about learning opportunities, so we can keep in touch, and when we sign you up on a learning programme. We will collect more information whilst you are learning with us, such as your attendance and progress.

Paragon Education & Skills Limited will ensure that your privacy is protected and that your information is safe. To stop unauthorised access or sharing we have put in place physical, electronic and compliance procedures to safeguard and secure the information we collect from you, including your online details.

Paragon Education & Skills Limited is part of the Knovia Group. We are a group of sectors focused, best-in-class businesses that are at the forefront of their sectors supporting the adoption of impactful and relevant technology to drive sustainable change and innovation. This privacy notice applies to Paragon Education & Skills Limited's processing of your personal information. Although we may share your personal information within our wider group where we need to – for example to provide or support our services to you. Whilst each of our brands have their own specific Privacy Notices about how they will use your personal data, our group Privacy notice can be found at https://knovia.co.uk/privacy-policy/ which details our groups processing of personal data.

How we collect your personal information

We collect information about you in the following ways:

Information you share with us

We may obtain your personal information directly from you, for example;

- When you give us contact details in asking for information about our services, either via the telephone, by email, in person, via our online enquiry form on our main paragonskill.co.uk website or through another online platform that Paragon Education & Skills Limited operates.
- When you sign up as a subscriber for our emails.
- When you provide your details in connection to your line management responsibilities relating to a learner or apprentice undertaking training or an apprenticeship provided by us.

Information from Third Parties

We may receive information about you from independent third parties, where we believe they have your consent or are otherwise legally permitted or required to disclose your personal information to us.

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We are likely to receive information from the following third parties;

- Employers, where they provide your personal information in connection to your line management responsibilities relating to a learner or apprentice undertaking training or an apprenticeship provided by us.
- Learners or apprentices, where they provide your personal information as an emergency contact when registering for training or an apprenticeship.
- Independent brokers of business-to business (B2B) contact data for the purpose of contacting organisations about our training and apprenticeship services.

Information we collect indirectly

We may collect personal information about you indirectly through automated means from your device when you visit our website or view our videos online. Some of the information we collect indirectly is captured using cookies and other tracking technologies, as explained below and in our cookie policy.

Information in the public domain

We may obtain some information from publicly available sources such as;

- Open postings on social media such as Facebook and LinkedIn.
- Companies House, or
- Newspaper articles

Types of personal information we collect

The details we routinely collect include:

- Full name, title, gender, and date of birth.
- Contact information (including telephone number and email and social media contact details).
- Job title.
- Employer organisation & organisation details (including alias, size, industry, website, address/office location)
- Contact preferences
- Information such as your preferences and interests.
- Information related to your connection to any learners or apprentices undertaking training or a course of study with us.
- Your IP address, broad location, browser type and information on how you interact on our websites
- Other information relevant to customer surveys and/or our services.
- Any other information provided by yourself in communications between us.

If we also collect your personal information in relation to delivery of training or apprenticeships to you, we may collect other types of information about you. This is

detailed in our Privacy Notices for Learners which can be found on our website at https://paragonskills.co.uk/about-us/policies/privacy-policy/.

How we use your personal information

The following table gives you details of the reasons, 'purposes' for which we collect and use information about you.
Under data protection law, we need to make sure we have a lawful basis for our activities. The table includes which lawful basis we rely on and shows where we've assessed we can rely on legitimate interests.

Purpose	Lawful Basis
To fulfil a query, request for services and/or to administer services to customers	Our Legitimate Interests, which we have balanced with the interests of our customers and potential customers.
To maintain records of potential, current and past customers and our suppliers	Our Legitimate Interests, which we have balanced with the interests of our customers, suppliers and business contacts.
To contact you at your business email address about our reports, events, and services, including the marketing of our products and services.	Our Legitimate Interests, which we have balanced with the interests of individuals. A clear opportunity to object will always be provided.
To send our email newsletters to you, if you have signed up via our website, where you have provided your personal email address.	Your consent.
To send you feedback surveys to your business/organisation (corporate) email address.	Our Legitimate Interests, which we have balanced with your interests. We'll always provide an opportunity to opt-out.
To contact you regarding the performance of an employee who is a learner or apprentice under one of our programmes of study or training, for whom you have management responsibilities.	Our Legitimate Interests, which we have balanced with your interests.
To respond to queries and/or questions relating to a prospective levy transfer.	Our Legitimate Interests, which we have balanced with your interests.
To respond to queries and/or questions relating to an existing or agreed levy transfer.	For the performance of a contract or agreement.
To manage our interactions relating to suppliers, contracts, building management, IT services etc.	Our Legitimate Interests, which we have balanced with your interests, or For the performance of a contract or agreement

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Calls with us

If you call our main number (0800 783 3545), we collect Calling Line Identification (CLI) information (if it's not withheld). We hold a log of the phone number, date, time and duration of the call.

We may use the number to call you back if you have asked us to do so, if your call drops, or if there is a problem with the line. We may also use it to check how many calls we have received from it.

We may also monitor or record telephone calls for training, customer service and quality assurance purposes, and to detect or prevent crime. These recordings will be retained for a maximum of 6 months. We might also make notes to help us answer your query. Other Paragon Education & Skills Limited's staff may also listen in during your call for training or quality assurance purposes.

Who do we share your information with

Paragon Education & Skills Limited may disclose your personal information to any company within our corporate group. This includes our holding company (Knovia Group Ltd) and its subsidiaries (including Babington Business College, and TempDent Dental Agency Ltd). This is only done where we have identified a lawful basis for sharing your personal information.

Where required we also disclose your personal information with:

Other organisations

We won't share your personal information with any other businesses for them to use for their own purposes, unless we have specifically informed you. We may disclose your personal information if required to do so by law.

Paragon Education & Skills Limited does not sell or lease individuals personal information to other organisations.

If you have provided us with your personal information for the purpose of a Levy Transfer then we may share your personal information with other organisations, including the organisation the levy is being transferred from to facilitate the levy transfer.

Service providers

We use external service providers to support the efficient running of our business. For example, to send digital marketing, manage our accounts and develop our website. These service providers handle your personal information on our behalf, and we have appropriate contractual arrangements in place covering these relationships.

Where a service provider is based outside of the UK the transfer of personal information (including access to it) is based on one of the following safeguards: an UK Adequacy decision, UK International Data Transfer Agreement (IDTA), or EU Standard Contractual Clauses (SCCs) and the UK Addendum to EU SCCs. If you would like further information, please email privacy@knovia.co.uk.

Other third parties

In the event of a sale or acquisition, we may share personal data with the other party as long as that party uses personal information for the same purposes you originally gave it us for.

How long do we keep your information?

- We keep your personal information for as long as is necessary for the reasons we collected them for, including for the purposes of satisfying any legal, regulatory, tax or reporting requirements;
- as needed to defend or pursue legal claims; and/or
- as required for legitimate business purposes (such as administering services to you).

Where the reason is related to funded learning, we may be required to keep your personal information for a period of between 7 and 10 years after the end of the year in which the final payment was made depending on the funding body.

Keeping your personal information secure

We have security and other measures in place to help protect your personal data and limit how it can be accessed or used, and to identify and handle suspected breaches of personal data and other security threats.
We take appropriate steps to make sure personal information is stored in secure environment to prevent any unauthorised access. We are Cyber Essentials and Cyber Essentials Plus certified and hold ISO27001:2022 certification.
If you would like to know more about how to protect your information and your computer and devices against fraud, identity theft, viruses and other online problems, please visit Get Safe Online. Get Safe Online is supported by HM Government and leading businesses.

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

You have important rights under UK data protection law relating to your personal information. In connection with these rights, you may, in certain circumstances:

- Have the right to be informed about our collection and use of your personal information in most circumstances. This information is typically found in our privacy notice.
- Request a copy of the personal information we hold. This right always applies. There are some exemptions, which means you may not always receive all the information we process.
- Request that we correct any personal information that is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies.

- Request that we delete your personal information in certain circumstances
- Where we process your personal information based on your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing ground other than consent.
- Have the right to ask us to restrict the processing of your information in certain circumstances, such as if you have made a challenge to the accuracy of your information.
- Have the right to object to us processing your personal information in certain circumstances. You always have the right to object to us using your personal information for marketing purposes, where you object to this purpose we will stop sending you marketing material.
- Request that we transfer elements of your personal information to another company.

Some of these rights may be limited in some circumstances or subject to exemptions. If you want to exercise your rights, please contact our Data Protection Officer at: privacy@knovia.co.uk.
We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

What if you are unhappy about our handling of your personal information?

If you believe the way in which we've handled your personal information may have infringed data protection law, you can raise a formal complaint. You do this by emailing us at privacy@knovia.co.uk. Please provide as much information as possible about the nature of your complaint and the outcome you're seeking.
We'll acknowledge we've received your complaint as soon as possible and aim to provide a full response within 30 days. If your complaint requires a more detailed investigation, we'll let you know within 30 days when you can expect a response from us.
If you have a complaint about any other matter, which is not related to data protection, please contact us at customercare@pgon.co.uk, and we'll endeavour to resolve this as soon as possible.

Raising a data protection complaint with the ICO

In most cases, the ICO is likely to expect you to go through our complaints process first, if you're unhappy with our final response, you can raise a complaint with the ICO as the data protection regulator using the following details: https://ico.org.uk/make-a-complaint/, or call the ICO helpline on 0303 123 1113.
Further information about the work of the Information Commissioner and about data protection can be found at www.ico.org.uk

Our use of cookies

Our websites use 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 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.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Further information about the use of cookies on our website can be found here https://paragonskills.co.uk/about-us/policies/cookies-policy/.

Links to other websites

Please remember if you use a link to go from our website to another website, or you request a service from a third party, this privacy notice will no longer apply once you have left our website. Your browsing and interaction on any other website are subject to that website's owners, own rules and policies relating the collection and use of your personal data, this includes where you visit our social media pages (such as Facebook or X).

We encourage you to read the privacy notice on the other websites you visit.

Changes to this privacy notice

We keep our privacy notices under regular review and will update it from time to time. If we do, we will post the revised version here, and/or contact you directly where we deem appropriate to do so under applicable law. You should check here regularly for the most up-to-date version of the notice.

This Notice was last updated September 2026.

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