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 in the following ways:

Information you share with us

We may obtain your personal information directly from you, for example; through communications, or when registering for an apprenticeship or training programme.

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

- Your employer if they enrol you on an apprenticeship or training programme
- Awarding bodies and end point assessment organisations when they provide us with the results of assessments or certificates.

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

Lawful basis for processing

Paragon Education & Skills Limited only processes your personal information where we have identified a lawful basis for using your information. The main bases we have identified are:

Performance of a contract

We process your personal information where it is necessary to meet the contractual obligations you enter into when enrolling onto a training or apprenticeship programme with Paragon Education & Skills Limited.

Legal Obligation

We also process your personal information to meet legal, regulatory and funding requirements (such as those set out by the Department for Education).

Vital Interests

If required we will use, process and share your personal information to protect your or others health and safety.

Consent

Where you have provided your consent, we may use and process your personal information to:

- Contact you from time to time about promotions, events, products, services or information which we think may be of interest to you.
- Send marketing communications to you for the purposes identified below;
    - To provide information on other Knovia Group products and services which we feel may be of interest to you, in accordance with your communications and consent preferences.

We require your consent for contacting you for publicity and marketing purposes or processing “special category” information where provided. This is information about, for example, your health and ethnic origin. We are required to ask for this information by our funders when your training is publicly funded, although you have the option not to provide it. This information may also help us to ensure we can put in place any support measures to help you with your training.

You can refuse to provide your consent, or withdraw your consent at any time, and this can be done by speaking to any Paragon Education & Skills Limited staff member or by writing to the Privacy team for Paragon Education & Skills Limited (using the contact details below). 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 grounds other than consent. Sometime photographs and videos are taken whilst in our centres, on external outings, at events, whilst on work experience or at you place of work. These may be used for the local press, our website and other social media platforms and/or in publicity materials to promote our courses and learning programmes. In these circumstances specific consent will be collected.

Legitimate Interests

We use and process your personal information as set out below, where it is necessary for us to carry out activities for which it is in our legitimate interests as a business to do so (where those interests have been balanced against your rights).

- Processing is necessary for us to support apprentices, employers and others enquiries.
- To respond to correspondence, you send to us and fulfil the requests you make to us.
- Processing is necessary for us to respond to understanding apprentices' and employers' needs.
- To analyse, evaluate and improve our products and services so that services are more useful and enjoyable (we will generally use data amalgamation from many people so that it doesn't identify you personally).
- Processing is necessary for us to operate the administrative and technical aspects of our business efficiently and effectively.
- To verify the accuracy of information that we hold about you and create a better understanding of you as a customer.
- For network and information security purposes, i.e. for us to take steps to protect your information against loss, damage, theft, or unauthorised access.
- To comply with a request from you in connection with the exercise of your rights (for example, where you have asked us not to contact you for marketing purposes, we will keep a record of this on our suppression lists to be able to comply with your request).
- To inform you of update to our terms and conditions and policies or to make you aware of changes to funding rules where they may impact your training.

Special category data

Where we process special category data (e.g. ethnicity, learning needs), we do so under Article 9(2)(b) UK GDPR (employment, social security and social protection law), Article 9(2)(g) UK GDPR (substantial public interest) or with your explicit consent.

Why do we collect personal information about you?

We collect information to allow us to carry out our work delivering training and apprenticeships within our Centres, in employers' premises, in community sites, and through our dedicated learning website. We require this information to deliver our service to you and for the Department for Education, Ofsted (our Regulatory body) and our funders, such as the Department for Education (formerly the Education & Skills Funding Agency), so they can check that we deliver training to the required standards and to provide the right payments to us for delivering the training.

We collect the information required by the Department for Education (formerly the Education & Skills Funding Agency (an agency of the Department for Education)) under contract with them to secure income revenue via public funding for our training provision. More details about your personal information held by the Department for Education can be found in the Individualised Learning Record (ILR) Privacy Notice, current and previous versions are available at https://guidance.submit-learner-data.service.gov.uk/#tab2026-to-2027

To receive funding, we must also undertake eligibility checks, which may include accessing your Personal Learning Record via the Learning Records Service (LRS) to verify your qualifications and grades and provide evidence of eligibility for a training programme. More information about your Personal Learning Record and who can access it can be found in the LRS Privacy Notice. The LRS issues Unique Learner Numbers (ULN) and creates Personal Learning Records across England, Wales and Northern Ireland, and is operated by the Department for Education (DfE). For more information about how your information is processed by them, and to access your Personal Learning Record, please refer to the LRS privacy notice available at https://www.gov.uk/government/publications/lrs-privacy-notices.

We operate a website and utilise social media and other platforms to advertise our apprenticeship and training opportunities. You may make an enquiry through our website or request a call when you will be asked to provide your name and contact details. These details will be used to contact you, and you can unsubscribe from receiving further communications at any time.

What sort of information do we ask for?

The sort of information we keep may include:

- Your name, age or date of birth, and gender
- Your contact details including address, email address and telephone numbers
- National Insurance Number
- Your ethnicity or national origin
- Emergency contact or next of kin details
- Educational achievements

- Employment history
- Health information
- Support needs
- Learner record, including programme details, progress, attendance, assessment outcome, qualifications
- Household situation, including, for example, household income as part of a bursary application
- Information such as your preferences and interests
- Bank account number and sort code (for example if you claim bursary).
- Other information relevant to customer surveys and/or offers
- Recordings of evidence of learning required for your Apprenticeship portfolio such as professional discussions, we will always ask for your consent prior to making any recordings
- Content of any communications that you send to us
- Website data, when you visit our websites, we collect certain information automatically from your device. This may include broad geographic locations (e.g. country or city-level location), device data and other technical information.

Where training is delivered online, workshop sessions may be recorded, and these recordings will be made available to all participants attending the workshop and also to others who were invited but were unable to attend. We will always inform you if a session is to be recorded. If you are a self-funded learner there may be other learners in your group sessions joining from outside the UK.
We keep this information secure in our IT systems. Some information may be in paper files such as a progress report or a workbook.
We will also collect other information about you during your training or apprenticeship such as:

- Your use of any Paragon Education & Skills Limited IT equipment which will include records of internet access, pages visited, and searches performed in web browsers. Where a cause for concern is flagged, this may be discussed with you by your tutor and/or a member of our Safeguarding Team.
- Information about attendance, including any sickness absence.

What do we use the information for?

Paragon Education & Skills Limited mainly use your personal information to enable us to provide our training or apprenticeship programmes to you. In addition, we may also use the information for the following purposes:

- To ensure that you can access learning materials in a virtual environment, including the provision of recorded classes and learning events.

- To allow us to support you by making reasonable adjustments under the Equality Act, including providing recorded materials if you are unable to attend in person.
- To allow us to meet our contractual commitments to you or the purchasing organisation (such as your employer) or to take steps before entering into a contract.
- To enable enrolment and participation through to completion of training and apprenticeship programmes and to secure funding for your programme.
- To contact you requesting evaluation and feedback throughout the course of your programme and for up to 6 months following completion of your programme.
- To market our services (and those of selected third parties, such as other companies within the Knovia Group) to existing and former customers. In accordance with your communications and consent preferences.
- To contact you for up to 2 years from training programme end to record any positive outcome because of the training you have completed, e.g. securing employment. This is a requirement of our funding bodies.
- To ensure we protect your health, safety and welfare.
- To support our internal quality control, and training activities.
- To assess the effectiveness and performance of our services, and related continual improvement activities.
- To comply with legal and regulatory obligations
- To investigate and respond to complaints, or concerns.
- If necessary to prevent or detect crime.
- To keep our sites and systems secure.
- To monitor for, and analyse the use of AI products or features by learners:
    - To ensure compliance with academic plagiarism and AI misuse policies
    - For external partners requirements, such as exam bodies or awarding organisations
    - To help provide, develop and improve out services.

Paragon Education & Skills Limited will only use personal information we collect from you for the purposes described in this privacy notice or for purposes we explain to you at the time we collect your information. However, Paragon Education & Skills Limited may also use your personal information for other purposes are considered compatible with the purposes we have disclosed to you in this privacy notice, where that is permitted by data protection law.

Sometimes our funders (such as DfE) or Ofsted may contact you directly to talk to you about your learning with Paragon Education & Skills Limited or ask what has happened since finishing your learning programme, for example whether you have a job or are doing some other training.

Calls with us

If you call our main number (0800 783 2545), 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 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 Ltd, 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:

- Ofsted (the Regulatory Body for Training & Education)
- Department for Education (DfE) or similar entity or Government organisation
- Regulatory bodies and supervisory authorities to comply with our legal and regulatory obligations.
- Regulatory bodies or other third parties relating to audits, enquiries or investigations in compliance with applicable laws or standards
- Your employer, where they have instructed is or funded your training or apprenticeship programme. This may include progression, assessment, attainment, or exam results as well as other personal data as and when required
- Third party funding agencies such as the GMCA, WMCA, GLA, DfE etc.
- End Point Assessment Organisations, and Awarding Bodies who verify your qualification and award your Certificates
- Suppliers of books and training resources including couriers
- Referrers (e.g. Job Centres, Connexions, Partner organisations and all other referring agencies)
- Parents and Guardians (where a learner is aged under 18)
- Employees of Paragon Education & Skills Limited (such as Trainers/Tutors) and employees of Knovia Group companies (where they provide central support services connected to your training or apprenticeship).

- Examination Centres including remote proctoring service providers. This can also include special category data where reasonable adjustments are required on health grounds.
- Paragon Education & Skills Limited may sometimes fund programmes delivered by other training providers; this arrangement is called subcontracting. Where we are funding external training delivery, we will receive all information relating to that training delivery including progression updates from the subcontracted training provider. The information we receive is retained in line with our own learner record retention periods.
- There may be occasions 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 educational statistics, safeguarding risks, criminal or civil proceedings or fraud. We may not be able to inform you of specific requests were doing so may compromise any investigation or other proceedings.
- There may be other occasions when we are requested to provide information, we hold on you and, where required, we will seek your explicit consent before doing so.

We may share your personal information with third party processors who provide elements of services for us, such as Cloud Service Providers and other SaaS providers (e.g., billing or payment providers).
We have contracts in place with these third-party processors. This means that they cannot do anything with your personal information unless we have instructed them to do so. They will hold it securely and retain it for the period we instruct.
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 enable enrolment and participation through to completion of training and apprenticeship programmes, to secure funding for your programme and to be provided as evidence during an audit by funding bodies and/or other Regulators, for example, Ofsted.

How long do we keep your information?

We will retain your personal information for as long as reasonably necessary to fulfil the purposes we collected it for. In most case related to training and apprenticeships; we will keep your details and the documents or file associated with your learning programme for a period between 7 and 10 years after the end of the year in which the final payment was made depending on funding body.
Where we have previously received additional funding from the European Social Fund, records relating to training funded through the European Social Fund must be kept for a longer period, currently they must be kept until 31/12/2034

If your learning record or workbook is part of our internal quality checking, then we must retain these documents for a period of 4 years from the date they were quality assessed in order to provide them to an external quality assessor.
If you make an initial enquiry with us, but do not progress onto a training programme with Paragon Education & Skills Limited, we will keep your contact details for a period of 6 months and seek your consent to continue contact with you beyond this period. You can request that we end contact at any point during this period.

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.

International data transfers

Our primary data processing locations are based in the UK. However, we use third parties to provide elements of services for us (such as web-based platforms), and this can involve the transfer of personal information outside the UK.
Where a third party is based outside the UK the transfer of personal information (including access to it) is based on one of the following safeguards in accordance with UK data protection law: a UK Adequacy decision, UK International Data Transfer Agreement (IDTA), or the EU Standard Contractual Clauses (SCCs) with the UK Addendum to the EU SCCs.
These safeguards are in place to ensure that where transfer your personal information outside the UK, we ensure that the recipient provides a level of protection for your personal information that is 'not materially lower' than the standard required under UK Data Protection Law.

Automated decision making and AI

We may use Artificial Intelligence (AI) tools within our platforms to support learning, provide feedback, detect plagiarism or the use of AI generated content in assignments. These features use information about how you interact with our platform and course content to personalise your experiences.
We do not make decisions about you based solely on automated processing that produce legal or similarly significant effects. If automated decision making or AI tools are used:

- A human will review the outcomes where appropriate

- You have the right to request that decisions are reviewed by a person
- You may also object to automated decision making. Please discuss with your Trainer/Tutor in the first instance.

We do not use or permit the use, or access to your personal information to train AI models.

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 Privacy team 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

WEBSITE ACCESS AND USAGE

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.