



HOW WE USE YOUR INFORMATION

(Privacy Policy)

Career-Nav is a Data Controller for the purposes of the General Data Protection Regulations (GDPR) which will apply in the UK from May 2018 and will replace the Data Protection Act 1998. Our Data Protection Officer is Louise Newton.

We provide careers advice and guidance to individuals and groups. This privacy policy explains how we use any personal information that we collect about you when you access our services.

What information do we collect about you?

We collect information about you when you engage with our services, such as contact details and career aspirations, whether you are in education, training or employment, your achievements and some characteristics such as special educational needs. We may also receive information about you from other organisations, such as community projects, education and training providers, and other career guidance providers.

We provide a service to young people under the age of 19, therefore, we keep your information confidential and secure until your 20th birthday. If you have an Education, Health and Care Plan we extend this date to your 25th birthday whilst your plan is still 'active'. After this date, all your information is deleted, forever.

How will we use the information about you?

We collect information about you to help us:

- ensure that you are safe and well;
- provide you with the right support at the right time;
- help you access to opportunities, such as training, education, volunteering and work;
- report on the work we have done; and
- improve the way we work.

Information about you is kept confidential and secure. We will not share it with anyone outside of Career-Nav and your learning provider without your consent, unless the law says we must. This could be when there is a risk to you or another person's wellbeing, or to prevent crime and disorder. We will not share your details for marketing purposes. If you are under 12 years of age, we will ask your parents to act on your behalf and to give their consent. We would want them to see a copy of this Privacy Policy.

Sometimes a school may ask us to collect information about what their past students have gone on to do in terms of education and employment. This is called a School Leaver Destinations Survey.

Our career guidance services are purchased by your learning provider; therefore, we have a contractual obligation to share your information, such as the outcome of your careers interview, with your learning provider so they can continue to support you with your future plans.

Changing your decision to share information

If you wish to change your decision about how we share information about you, please fill in our Consent Form (available on our website) and email to info@career-nav.co.uk. We will amend our records accordingly within 3 days upon receipt. This will not impact on the advice and guidance we provide, but not giving your consent may make your post 16 transition to education, employment or training more disjointed. Without your permission, we cannot tell organisations who can help you anything about you, nor anything about your goals for the future. You can change your decision about how we share your information at any time.

Access to your information

You have the right to request a copy of the information that we hold about you. If you would like a copy of your personal information please email us. We may make a small charge for this service. For more information about Data Protection rules please visit www.ico.org.uk.

We want to make sure that your personal information is accurate and up-to-date. You may ask us to correct or remove information that you think is inaccurate. If you feel that we have not listened to your instructions about your information, then you can complain to the Information Commissioner at www.ico.org.uk

Website Cookies

Our website only uses cookies to enable it to function correctly. For more information about cookies visit www.allaboutcookies.org. Our website contains links to other websites. This privacy policy only applies to our website so when you visit other websites you should read their own privacy statements.

Changes to our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on our website. This privacy policy was last up-dated 8th August 2017.

How to contact us

If you have any questions about our privacy policy, or the information we hold about you, please contact us by email at info@career-nav.co.uk