

Privacy Notice

Careers Information, Advice and Guidance

Who are we?

The Skills Development Scotland Co Ltd (“SDS”, “we”, or “us”) is the national skills body supporting the people and businesses of Scotland to develop and apply their skills.

Careers Information, Advice and Guidance

Careers Information, Advice and Guidance (“CIAG”) is an SDS service that focuses on equipping Scotland’s current and future workforce with the Career Management Skills (CMS) they require to achieve their potential.

Our career advisers work in partnership with every state secondary school in Scotland, delivering career guidance to enable young people from S1-S6 to develop their career management skills.

Beyond school, SDS advisers operate from a network of SDS centres, community venues and through a dedicated helpline nationwide, offer career information, advice and guidance to customers of all ages.

The career services we provide for individuals are shaped by the Scottish Government’s Career Information, Advice and Guidance Strategy and the Youth Employment Strategy, which aligns with the recommendations of the Commission on Developing Scotland’s Young Workforce (DSYW).

The National Helpline is provided by our National Customer Engagement team. This team also provides information on all SDS services for individuals, employers and Training Providers, through a variety of channels, including telephone, email and web chat.

Who is this Privacy Notice for?

This Privacy Notice provides information to any individual that has engaged with our CIAG service and provided their personal data to us in the process of doing so.

What personal information do we collect and process?

- Information that you provide about you and your personal circumstances through meetings with SDS staff (including face-to-face and virtual meetings), verbally or digitally. Enquiries made to the National Customer Engagement team may be recorded for the purposes stated in the section below.

- Information you provide about yourself upon registering for SDS CIAG support, including information provided within any registration or application forms (e.g. My World of Work website, personal contact details, employment history and equalities information)
- Information we receive from other public organisations with a similar interest in economic and skills development, such as Local Authorities, Schools, Scottish Government and Colleges

How do we use your information?

	Why do SDS use your personal information?	Under what legal basis do SDS use your personal information?
i)	To provide you with careers advice and guidance tailored to your specific individual needs	Fair and lawful because it is: <ul style="list-style-type: none"> • necessary for SDS to comply with its legal obligations • necessary for SDS to perform a task in the public interest • necessary for reasons of substantial public interest
ii)	To share with the school such information as allows us to better prepare our service offer to you.	Fair and lawful because it is: <ul style="list-style-type: none"> • necessary for SDS to comply with its legal obligations • necessary for SDS to perform a task in the public interest • necessary for reasons of substantial public interest
iii)	To share your information with specific external providers when you have consented to this happening	Fair and lawful because it is: <ul style="list-style-type: none"> • based on your explicit consent.

iv)	To carry out equalities monitoring to ensure we meet our Equality Act 2010, including the public sector equality duty.	Fair and lawful because it is: <ul style="list-style-type: none"> • necessary for SDS to comply with its legal obligations • necessary for reasons of substantial public interest
v)	To contact you to carry out surveys / questionnaires regarding your experience with the CIAG service, so that we can continually evaluate and improve our services	Fair and lawful because it is: <ul style="list-style-type: none"> • necessary for SDS to perform a task in the public interest • necessary for reasons of substantial public interest
vi)	To share your personal data with other public bodies that are required to receive this information under legislation (e.g. Post-16 Education (Scotland) Act 2013)	Fair and lawful because it is: <ul style="list-style-type: none"> • necessary for SDS to comply with its legal obligations • necessary for SDS to perform a task in the public interest • necessary for reasons of substantial public interest
vii)	To comply with legislation and guidance in the event of a pandemic/public health crisis	Fair and lawful because it is: <ul style="list-style-type: none"> • necessary for SDS to perform a task in the public interest • Necessary for reasons of legitimate interests
viii)	To respond to your query through the National Customer Engagement Team and provide updates to you on this	Fair and lawful because it is: <ul style="list-style-type: none"> • necessary for SDS to perform a task in the public interest

When might we share your information?

The information collected shall be held by us or on our behalf and may be passed by us to other public bodies concerned with one or more of the following:

- economic development
- skills development

- awards for vocational qualifications
- maintaining educational standards
- the provision of other public services or benefits
- our internal / external auditors in each case, to the extent required to fulfil their respective public functions
- when required by legislation

Primarily we will share your personal data with other public organisations as per the Post 16 Education (Scotland) Act 2013. The purpose of this sharing is to allow public organisations to coordinate with each other in order to provide effective, joined-up support to help individuals find learning, working or training opportunities.

Information provided may also be shared with a relevant Training Provider, when you have requested that this happens, as and when relevant to your enquiry.

How do we protect your information?

Skills Development Scotland maintain a high standard of both physical and network security designed to protect paper or electronic forms of storage to hold and process your personal information.

Information that we hold about you will be subject to rigorous safeguards to ensure that it isn't accessed or disclosed inappropriately. We also take steps to ensure that your information is not damaged or rendered unavailable to those who have a right to see it.

To meet confidentiality requirements for our customers, stakeholders, and staff, Skills Development Scotland has Confidentiality, Data Protection, Information Technology, and Systems Policies in place and we ensure that staff are fully aware of these and the associated guidance in relation to your personal information. These also apply when we dispose of paper records and delete electronic information in ways that ensure that your information cannot be recreated.

How long do we store your information?

Under the Post 16 Education Act we will hold your information until the date of your 26th birthday or while SDS is currently actively engaged with you (defined as there being recorded update about you on SDS' customer management system within the last three years). In this latter case the data is held for no longer than three years from the date of the last recorded update

In the case of training provision – for example, you are a Modern or Graduate Apprentice – the European Social Fund rules requires us to hold onto the data for a specified period for auditing purposes, to ensure that money is being spent appropriately.

Recordings of calls to the National Helpline will be held for 130 days.

Data provided through the National Customer Engagement team will be held until your 19th birthday or for 3 years (whichever is later) for the purpose of responding to your query, responding to any future queries you may make and continuously improving our services.

If you require any further detail or clarification on how long we will keep your personal information for and our reason for doing so, please feel free to get in touch with us through the contact information provided in the contact section below.

Your Rights

Under Data Protection legislation – including the UK GDPR and Data Protection Act 2018 - you have a number of rights in relation to how your personal information is processed.

If you wish to find out what these rights are, please see www.sds.co.uk/privacy and get in touch with DPO@sds.co.uk if you wish to find out more information or enact one of those rights.

Updating Information

Please let us know if the personal information which we hold about you needs to be corrected or updated.

Notice Amendments

We may update this privacy notice by posting a new version on the website and, where appropriate, we will notify you by email. Please check back frequently to see any updates or changes.

Data Controller

The data controller responsible for the information collected is The Skills Development Scotland Co. Limited, which is notified to the Information Commissioner as a data controller with registration number Z1445093.

If you remain dissatisfied with our response following any review related to a request you have made regarding your personal data, you are entitled to appeal to the Information Commissioner. Such an application should be sent to the following address:

Information Commissioners Office

Wycliffe House, Water Lane, Wilmslow SK9 5AF

Phone: 0303 123 1113

Website: www.ico.gov.uk

Contact

If you wish to get in touch regarding any queries about your rights, or for any other matter, please contact the Data Protection team at DPO@sds.co.uk