

## Skills Development Scotland

### Privacy Notice

#### Careers Information Advice and Guidance

##### Who are we?

- We are Skills Development Scotland (SDS), and we are the national skills body for Scotland. We support the people and businesses of Scotland to develop and apply their skills.

##### What is CIAG?

- CIAG stands for Careers Information Advice and Guidance.
- Our Career Information Advice and Guidance (CIAG) services focus on equipping Scotland's current and future workforce with the Career Management Skills (CMS) they require to achieve their potential.
- Skills Development Scotland provides career information, advice and guidance in schools and its centres across the country.
- The work we do in schools increasingly is focusing on engaging with young people earlier in their academic life and supporting them through to their entry into sustained employment.
- The careers services we provide for individuals are shaped by the Scottish Government's Career Information, Advice and Guidance Strategy and the recent refresh of the Youth Employment Strategy, which aligns with the recommendations of the Commission on Developing Scotland's Young Workforce (DSYW).

## **Why do we require your personal information?**

- It is very important to us that you fully understand why it is we are required to process and store some of your personal information. In practice, this can be things such as your name, email address or post code. If you wish to be reminded of the full list of personal information you provided to SDS, please get in touch with us using one of the contacts supplied at the bottom of this notice.
- As you are receiving support from Skills Development Scotland – whether this be through our careers advice or through one of programmes such as Modern Apprenticeships – we are required to hold your personal information in a way that makes it possible for us to understand your individual needs and provide the best service possible.
- To do this, we securely hold a personal record of you on a database that allows your careers adviser to understand your careers and learning history so that they can provide tailored and focused advice to you. Further, if you are on one of our training programmes – such as the Modern Apprenticeships, Foundation Apprenticeships or Individual Training Account – we hold your personal record securely so that we may provide support to you if needed, and so if we are audited we can prove that we are spending money appropriately.
- We are justified in using your personal information as we are complying with the law – the Post-16 (Scotland) Education Act 2013. This requires us to receive and share certain personal information with organisations such as Local Authorities, schools and colleges in order to help improve the employment prospects of young people in Scotland.
- Also, we process personal data in the public interest. This is in line with the latest Data Protection legislation – the General Data Protection Regulation. What this essentially means is that we are justified in holding your personal information as we are performing an important role for the public and society – helping people into education and employment. We will never use your personal information for any other reason not directly in your interest – we will only use it to provide help and support to you. When we perform evaluation and reporting using your data, this is so we can understand how to improve our services to you.

- We may have asked you questions on aspects such as your Gender and Ethnicity during the registration process. Your answers to these questions are held securely and used to create anonymous reports that can therefore never be linked back to you as a person. They are only used for statistical reporting purposes to help us understand how we reach people from all backgrounds, and is in line with our duties under the Equality Act 2010 to report to the Scottish Government.

### **With whom do we share your personal information?**

- In order for SDS to deliver an efficient service, we often co-ordinate our efforts with other organisations/bodies that have an interest in the promotion of skills and education. If you are interested in who these exact organisations are, you can get in touch with our Data Protection Officer at the address provided in the 'Contact' section below.

There are three ways we would share information with other organisations/bodies

- Instances covered by the Post-16 (Scotland) Education Act 2013.
- Where we have Data Sharing Agreement with organisations who have specific customer groups shared with SDS e.g. Princes Trust, Community Learning and Development.
- Individual providers selected to give further assistance - by referral with individual consent for each referral.

### **Will we ever contact you directly?**

- We contact individuals to provide services and continue to do so while services are being provided in line with Post-16 (Scotland) Education Act 2013, through emails, phone calls and text messaging regarding appointments or support.
- We carry out evaluation surveys following some engagements with the customers we are engaged with to evaluate our services.
- In specific circumstances and as a last resort, we may visit young people at the address which we hold, in order to ascertain that the young person has achieved an opportunity after leaving school, and if not, ensure they have access to all support available to achieve this. We will only do this in the event

that we do not have the information through the data transfer from local authorities.

Visits should be short and we will not seek access to the premises. Visits will only be used to obtain the information required to ensure that every young person has the opportunity to access the support we can offer and to ultimately help boost the employment prospects of young people across Scotland.

- If you do not wish to be contacted directly, please get in touch with us through the contact provided at the bottom of this notice.

### **For how long are we required to hold your information?**

- Under the Post-16 (Scotland) Education Act 2013 we will hold your information until the date of your 25<sup>th</sup> birthday (or the date of your 26<sup>th</sup> birthday if you have been identified as a Care Leaver or having Additional Support Needs) 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 2 years ).
- In this latter case the data is held for no longer than two 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.

### **Your rights**

- Under the new data protection law – the General Data Protection Regulation (or GDPR for short) your rights in relation to your personal information have been strengthened.
- Please visit the following section on our website – [www.skillsdevelopmentscotland.com/about/policies/privacy](http://www.skillsdevelopmentscotland.com/about/policies/privacy) to get clear and easy-to-read information on what your rights are in relation to

your own personal information, and how to go about putting these rights into action.

## Contact

- If you have any specific queries regarding your rights, or any other matter, please contact the Data Protection Officer at [DPO@sds.co.uk](mailto:DPO@sds.co.uk).
- Skills Development Scotland is the 'data controller' in respect of your personal information. If you wish to get in touch with the Careers Information Advice and Guidance area specifically, you can get in touch at [john.sweeney@sds.co.uk](mailto:john.sweeney@sds.co.uk)