

# Our Privacy Promise

At Skills Development Scotland, we are committed to respecting your privacy and protecting your personal information. This Privacy Promise provides you with a summary of why we need your personal information, what we do with it and how long we keep it for.

## Why we need your personal information

- to help your SDS Team, including your Careers Adviser, to understand your career and learning history so that they can work effectively with you
- to support you if you are on one of our training programmes or accessing services such as a Modern Apprenticeship or Individual Training Account.

## Who we share your details with

To help give you the best service we can, we may share your information with other organisations:

- with individual employers, training providers or support organisations who may be able help you. We will ask you for your consent to send your details to each individual organisation before we do so
- we also have legal requirements to share and receive information from organisations such as Local Authorities, schools and colleges. This is part of our obligations under the Post-16 Education (Scotland) Act 2013.

## How long we keep your information for

- by law we will hold your information until your 25th birthday. If you have a care experience background or have Additional Support Needs this is extended to your 26th birthday
- if you are over 25 we will hold your information for 2 years from your last contact with us
- if you are a Modern or Graduate Apprentice, European Social Fund rules require us to keep your data for a specified time. More information around this can be found in the privacy notice for your relevant programme at [www.sds.co.uk/privacy](http://www.sds.co.uk/privacy).

## Keeping in touch

We may contact you by email, telephone, text or post:

- to offer you help and support
- to find out how you are progressing in work or training, in line with our legal obligations
- to evaluate and improve our services.

If you do not wish to be contacted directly, please advise your Careers Adviser who will update your customer record.

For more detailed, clear and easy-to-read information on how we use your personal information, what your rights are in relation to your own personal information, and how to go about putting these rights into action,

**visit [www.sds.co.uk/privacy](http://www.sds.co.uk/privacy)**