

# Privacy Policy

05/01/2026

Wales England Care Ltd (“we”, “us”, or “our”) is an apprenticeship training provider and care services provider operating across Wales and England. We are committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store, and protect personal data relating to:

- Website visitors
- Learners and apprenticeship applicants
- Employees and care staff
- Service users and their families or representatives
- Employers, partners, and referrers

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and applicable education, employment, and care-sector regulations.

## **1. Who We Are**

Wales England Care Ltd  
Apprenticeship training and care services provider.

Data Controller: Wales England Care Ltd

Contact details:

- Email: [chris.churcher@walesenglandcare.co.uk](mailto:chris.churcher@walesenglandcare.co.uk)
- Phone: 01633 264121
- Address: The Coach House Workshop, Philip Street, Risca, Caerphilly. NP11 6DF

## **2. Personal Data We Collect**

We may collect and process the following categories of personal data.

### **a) Website and Enquiry Data**

- Name
- Email address
- Phone number
- Organisation name
- Enquiry details submitted via website forms, email, or telephone

### **b) Apprenticeship and Learner Data**

- Name, date of birth, and contact details
- National Insurance number
- Education and employment history
- Equality and diversity information (where required)
- Assessment results, progress reviews, and qualifications
- Attendance, performance, and safeguarding records

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- Funding and compliance information required by the Education and Skills Funding Agency (ESFA) or equivalent bodies

## **c) Care Service User Data (Special Category Data)**

- Name and contact details
- Health information
- Care needs assessments
- Support plans and risk assessments
- Next of kin and emergency contact details
- Safeguarding records and incident reports

## **d) Staff and Workforce Data**

- Recruitment and employment information
- Right to work documentation
- Training, qualification, and DBS information
- Payroll and pension details
- Performance and disciplinary records

## **e) Automatically Collected Website Data**

- IP address
- Browser type and device information
- Pages visited and usage data

## **3. How We Use Personal Data**

We use personal data to:

- Provide apprenticeship training and education services
- Deliver care and support services safely and effectively
- Meet funding, audit, and regulatory requirements
- Recruit, train, and manage staff
- Safeguard learners, service users, and staff
- Communicate with learners, employers, families, and professionals
- Improve our services and website
- Comply with legal and contractual obligations

## **4. Lawful Basis for Processing**

We process personal data under one or more of the following lawful bases:

- Consent – where explicit consent is required
- Contract – to deliver training, employment, or care services
- Legal obligation – including education, employment, safeguarding, and care regulations
- Vital interests – to protect someone's life
- Public task – where applicable to funded education and care services

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- Legitimate interests – where our interests do not override your rights

## 5. Sharing Personal Data

We may share personal data with:

- Awarding bodies and education regulators (e.g. ESFA, awarding organisations)
- Care regulators and local authorities (e.g. CQC, safeguarding boards)
- Employers involved in apprenticeships
- Healthcare professionals where required for care delivery
- Payroll, IT, and secure data storage providers
- Legal and professional advisers

We only share data where necessary and ensure appropriate data protection agreements are in place.

## 6. Cookies and Website Analytics

Our website uses cookies to ensure it functions correctly and to analyse usage.

Cookies may include:

- Essential cookies
- Analytics cookies

You can manage cookies through your browser settings. A separate Cookie Policy may apply.

## 8. Data Security

We use appropriate technical and organisational measures to protect personal data, including:

- Secure systems and access controls
- Staff training in data protection and confidentiality
- Encryption and secure storage where appropriate

## 9. Data Retention

Personal data is retained in line with legal, regulatory, and funding requirements, including:

- Apprenticeship funding and audit rules
- Employment law
- Care sector regulations

Data is securely deleted when no longer required.

## 10. Your Data Protection Rights

Under UK GDPR, individuals have the right to:

- Access their personal data
- Request rectification

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- Request erasure (where applicable)
- Restrict or object to processing
- Data portability
- Withdraw consent (where consent applies)

Requests can be made using the contact details above.

### 11. Complaints

If you are not satisfied with how we handle your personal data, you may complain to the Information Commissioner's Office (ICO):

- Website: <https://ico.org.uk>
- Telephone: 0303 123 1113

### 12. Third-Party Links

Our website may contain links to external websites. We are not responsible for their privacy practices.

### 13. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be published on this page with an updated date.