

## Privacy Policy

This Privacy Policy was last updated on the date shown below in the footer.

We are committed to protecting your personal information. This Privacy Policy will inform you about how Quantum Group (as defined below) will look after your personal information, what data we collect about you, and what our purpose is, in relation to Quantum Group's products, services and training courses (online or offline) (together **Quantum Group's Services**).

### Who we are, the Controllers of your personal information

Quantum Group Renewables LLP, with Company No.OC329373 and [Quantum Renewable Innovation Limited, with Company No.04616794, both with registered office at Kings Lodge, London Road, West Kingsdown, Sevenoaks, Kent, United Kingdom, TN15 6NR (together **Quantum Group**) are the data controllers of personal information collected and processed through Quantum's Services.

Data Controllers, our legal entities, are controllers of your personal information with respect to:

- for **Quantum Group Renewables LLP**, operation of the Quantum website, training courses with Learners, and sale of decarbonisation products and installation services];
- for **Quantum Renewables Innovation Limited**, management and supply of training courses and related services;

### Accessibility and reading this Privacy Policy

For readers who are viewing this Privacy Policy on Quantum's website, we have incorporated hyperlinks into this Privacy Policy (which are shown as underlined and in italics).

This Privacy Policy also includes page numbers (which are shown in italics and within brackets, for example "*(page 1)*") to refer you to the relevant information concerned).

### The reader's attention is drawn to this paragraph

For the purposes of transparency, this Privacy Policy is structured with a main body and separate annexes towards the end of this Privacy Policy. Please ensure that you read the full main body and the relevant annexes to you. The annexes form part of this Privacy Policy and any reference to this Privacy Policy includes those annexes.

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## 1. Important Information about Quantum Group and this Privacy Policy

### **Purpose of this Privacy Policy**

This Privacy Policy aims to give you the information on how Quantum Group collects and processes your personal data in relation to Quantum Group's Services, including any data you may provide when you: enter into a contract with us for a product, a service or a training course; attend one of our events; contact us; fill in any of our forms on Quantum's website; or enter into a contract with us as a Customer, a Learner, or an independent Contractor.

It is important that you read this Privacy Policy together with any other privacy policy or privacy notice that we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This Privacy Policy is supplemental to any other notice and policy that we may give to you and neither are intended to override or exclude the other.

We only collect data relating to individuals who are aged 16 to 18 for providing our training course services, in accordance with this Privacy Policy. Except as provided before, Quantum Group's Services are not intended for individuals under the age of 18.

### **Quantum Group's contact details**

If you have any questions about this Privacy Policy or our privacy practices, including any requests to exercise your legal rights, you can contact us in the following ways:

<b>QUANTUM GROUP CONTACT INFORMATION</b>	
<b>By post to</b>	Unit 8, Easter Industrial Place, Ferry Lane, Rainham, Essex, RM13 9BP
<b>By email to</b>	customerservice@thequantumgroup.uk.com
<b>By telephone to</b>	01708 528240

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection law ([ico.org.uk/make-a-complaint/](https://ico.org.uk/make-a-complaint/)).

However, we would appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

### **Please let us know if the information we hold about you is incorrect**

Please keep us informed if your personal data changes during your relationship with us. It is important that the personal data we hold about you is accurate and current. You can notify us of any changes by email [customerservice@thequantumgroup.uk.com](mailto:customerservice@thequantumgroup.uk.com).

## **2. The data we collect about you**

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you, when we enter into a contract together relating to one of Quantum's Services. We have grouped together the types of data we may collect, as follows:

- **Identity Data** may include your first name, last name, title, date of birth, gender and in certain circumstances, photo identity documents and national insurance number;
- **Contact Data** may include billing address, delivery address, email address and telephone numbers.
- **Financial Data** includes bank account and payment card details.
- **Transaction Data** includes details about payments to and from you and other details of products, services and training courses you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access the website.
- **Profile Data**. Includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
- **Usage Data** includes information about how you use our website, our products, services and training courses.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.
- **Special Category Data** includes information about your health, and any disability that would require us to make reasonable adjustments for training delivery.

### **3. How your personal data is collected**

We use different methods to collect data from and about you including through:

**Direct Interactions.** You may give to us your Identity Data, Contact Data and Financial Data (in certain circumstances) when you:

- enter into a contract with us, to receive as a Customer a product or a service, or to receive as a Learner a training course, and (if applicable) in your engagement as a Contractor;
- make an enquiry regarding our products, services, or training courses;
- make an enquiry as to joining us as an independent Contractor;
- fill in any of our forms on our website;
- correspond with us in person, by post, by phone, by email or by other electronic means;
- sign-up or subscribe to receive our communications or publications;
- request marketing to be sent to you;
- attend an online or offline event organised by us, or an event organised by another organisation where Quantum Group's delegates or representatives will be in attendance;
- enter into a competition, promotion or survey; and
- give us feedback or contact us.

**Automated technologies or interactions.** As you interact with Quantum Group's website, we will automatically collect Technical Data about your equipment, browsing actions and patterns.

### **4. Which lawful bases we rely on to process your personal data**

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.

- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal obligation.

[Click here](#) to find out more about the types of lawful basis that we will rely on to process your personal data.

Generally, we do not rely on consent as a legal basis for processing your personal data although, we will get your consent before sending third party direct marketing communications to you via email or text message.

You have the right to withdraw consent to marketing at any time by contacting us.

### **If you fail to provide personal data**

Where we need to collect personal data by law, or under the terms of a contract we have with you, we may not be able to perform a contract with you (for example to provide a product or a service, or any other agreement), if you fail to provide data when requested. In this case, we may have to cancel the relevant contract you have with us, but we will notify you if this is the case at the time. In certain circumstances we may also be prevented from complying with our legal obligations.

### **5. [Purposes for which we will use your personal data](#)**

Towards the end of this Privacy Policy we have included three **Annexes**, which include a description of all the ways we plan to use your personal data, and which legal bases we rely on to do so, for whether you are a **Customer**, a **Learner**, or a **contractor** in relation to us.

Below are the website hyperlinks and page numbers to the relevant information as referred to above:

<b>Information type and website link</b>	<b>Annex and Page number</b>
for our <b>Customers</b> <a href="#">please click here</a>	Annex A, Page 12
for our <b>Learners</b> <a href="#">please click here</a>	Annex B, Page 16
for our <b>Contractors</b> <a href="#">please click here</a>	Annex C, Page 23

## **Change of purpose**

Please note that Quantum Group will only use your personal data for the purpose that it was originally collected, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us, you can find Quantum Group's contact details above (page 3) or by [clicking here](#).

We may process your personal data without your knowledge or consent, in compliance with the above rules and where this is required or permitted by law.

## **Marketing**

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising as described below.

### **Promotional offers from us**

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant to you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased goods, services or training courses from us and you have not opted out of receiving that marketing.

### **Third-party marketing**

We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

### **Opting out**

You can ask us or third parties to stop sending you marketing messages at any time.

## **6. Data security**

Quantum Group has put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and third parties who have a legitimate business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any regulator of a breach where we are legally required to do so.

## **7. Data retention**

### **How long will Quantum Group use my personal data for?**

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

## **8. Your legal rights**

Under certain circumstances you have rights under applicable data protection laws in relation to your personal data, including the right to:

- Request access to your personal data
- Request correction of your personal data
- Request erasure of your personal data
- Object to processing of your personal data
- Request restriction of processing your personal data
- Request transfer of your personal data
- Right to withdraw consent.



If you wish to exercise any of the rights set out above, please contact us.

### **No fee is usually required**

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with the request in these circumstances.

### **What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

### **Time limit to respond**

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you informed.

### **Changes to this Privacy Policy**

We reserve the right to update this Privacy Policy and/or the Annexes at any time, and we will provide you with a new Privacy Policy and relevant Annex when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

## **9. [Glossary](#)**

**Legitimate Interest** means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.

**Performance of Contract** means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

**Comply with a legal obligation** means processing your personal data where it is necessary for compliance with a legal obligation that we are subject to.

### **Your legal rights**

You have the right to:

**Request access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

**Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

**Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

**Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

**Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data's accuracy.
- Where our use of the data is unlawful but you do not want us to erase it.
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
- You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

**Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

**Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

**The following pages set out detailed information for Customers, Learners and contractors.**

## Annex A Customers

This Annex A is only applicable to Quantum Group's Customers.

**Customers** means any individual or firm who provide their personal data to us in connection with the purchase, intention to purchase, or whom have purchased, a product and/or service from Quantum Group (but **excluding** any training courses that Quantum Group may also provide).

### **A. The data we collect about you**

**Identity Data, Contact Data, Financial Data, Transaction Data, Technical Data, Usage Data and Marketing and Communications Data.**

Please see (page 4) and (page 5) of this Privacy Policy for the meaning of these categories, or you can [click here](#).

We do not collect any **Special Categories of Personal Data** about you.

### **B. Purposes for which we will use your personal data**

The table below sets out a description of all of the ways we will use your personal data as a customer of Quantum Group. We also have identified our legal bases and our legitimate interests where appropriate.

We may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground on which we are relying in order to process your personal data where more than one ground has been set out in the table below.

<b>Purpose/Activity</b>	<b>Type of data</b>	<b>Lawful basis for processing including basis of legitimate interest</b>
To register you as a new Customer in connection with a contract for goods or services	(a) <b>Identity</b> (b) <b>Contact</b>	Performance of a contract with you

<b>Purpose/Activity</b>	<b>Type of data</b>	<b>Lawful basis for processing including basis of legitimate interest</b>
<p>To process and to complete your order, including:</p> <p>(a) Manage payments, fees and charges</p> <p>(b) Collect and recover money owed to us</p>	<p>(a) <b>Identity</b></p> <p>(b) <b>Contact</b></p> <p>(c) <b>Financial</b></p> <p>(d) <b>Transaction</b></p> <p>(e) <b>Marketing and Communications</b></p> <p>(f) <b>Usage</b></p>	<p>(a) Performance of a contract with you</p> <p>(b) Necessary for our legitimate interests (to recover debts due to us)</p>
<p>To manage our relationship with you which will include:</p> <p>(a) Notifying you about changes to our terms or privacy policy</p> <p>(b) Asking you to leave a review or take a survey</p>	<p>(a) <b>Identity</b></p> <p>(b) <b>Contact</b></p> <p>(c) <b>Profile</b></p> <p>(d) <b>Marketing and Communications</b></p>	<p>(a) Performance of a contract with you</p> <p>(b) Necessary to comply with a legal obligation</p> <p>(c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)</p>
<p>To enable you to partake in a prize draw, competition or complete a survey</p>	<p>(a) <b>Identity</b></p> <p>(b) <b>Contact</b></p> <p>(c) <b>Profile</b></p> <p>(d) <b>Usage</b></p> <p>(e) <b>Marketing and Communications</b></p>	<p>(a) Performance of a contract with you</p> <p>(b) Necessary for our legitimate interests (to study how customers use our products/services, to develop them and grow our business)</p>
<p>To register your warranty for a product/service with our third party warranty providers</p>	<p>(a) <b>Identity</b></p> <p>(b) <b>Contact</b></p>	<p>(a) Performance of a contract with you</p> <p>(b) Necessary to comply with a legal obligation</p> <p>(c) Necessary for our legitimate interests (to ensure that we maintain high quality products and services and enhance customer satisfaction).</p>

<b>Purpose/Activity</b>	<b>Type of data</b>	<b>Lawful basis for processing including basis of legitimate interest</b>
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Usage</b>	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)  (b) Necessary to comply with a legal obligation
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Profile</b> (d) <b>Usage</b> (e) <b>Marketing and Communications</b> (f) <b>Technical</b>	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)

### **C. Disclosures of your personal data**

We may share your personal data with the parties below for the purposes set out in the table above.

- **Contractors:** To our third party contractors, sub-contractors, agents and consultants that Quantum Group engages to provide, or assist in providing, our goods and/or services;
- **Suppliers:** To our third party suppliers, in connection with performing a contract for goods and/or services with you;
- **Warranty providers:** To our third party warranty providers in notifying and registering your details for warranty registration in connection with Quantum Group's Services;
- **Quantum Group:** To any of our legal entities who form part of the Quantum Group, as may change from time to time;

- **Purchaser of the Quantum Business:** To any third parties to whom Quantum Group may in the future choose to sell, transfer or merge part of our business or our assets. Alternatively we may seek to acquire other businesses or merge with them. If a change of control happens to our business, then the new owners may use your personal data in the same way as set out in this Privacy Policy and this Annex A.
- **Advisers:** To our professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services;
- **Authorities:** To HM Revenue & Customs, regulators, Certification Bodies, and other authorities based in the United Kingdom who require reporting of processing activities in certain circumstances; and
- **Debt Collection Services:** If necessary to third party debt collection services to recover monies owing by you to Quantum Group.

**If you have any questions about this Privacy Policy including Annex A, please contact us.**

## Annex B    Learners

This Annex B is only applicable to Quantum Group's Learners.

**Learner** means any individual who provides their personal data to Quantum Group in connection with and for the purpose of receiving training and education from Quantum Group or any third party contractors, sub-contractors and agents on behalf of Quantum Group (and this **excludes** individuals who receive any other goods or services from Quantum Group).

### **A. The data we collect about you**

**Identity Data, Contact Data, Financial Data, Transaction Data, Technical Data, Usage Data, Marketing and Communications Data and Special Category Data.**

Please see (page 4) and (page 5) of this Privacy Policy for the meaning of these categories, or you can [click here](#).

In addition we may also collect **Qualification Data** which may include: copies of qualifications, certificates, evidence of employment and other forms of evidence and qualification as is necessary for the purpose at hand.

In certain circumstances where consent has been given, we may also collect and process your personal data when we produce videos and photographs during in person and online events.

### **How we use particularly sensitive personal information**

We have in place appropriate safeguards which we are required by law to maintain when processing Special Category Data. We may process **Special Category Data** only with your explicit consent, and in the following circumstances:

- where we need to carry out our legal obligations;
- where it is needed in the public interest, such as for equal opportunities monitoring;
- where it is necessary to protect you or another person from harm, and
- to ensure any reasonable adjustment is made for training course delivery.



In general, we will only process Special Category Data about you after receiving your explicit and informed consent to those specific categories of Special Category Data that we wish to process. On rare occasions, there may be other reasons for processing, such as it being in the public interest to do so. The situations in which we would process your Special Category Data are listed below. We have also indicated below the purpose or purposes for which we will process your Special Category Data.

- We will use information about your physical and mental health, learning abilities and disability status, to:
  - ensure your health and safety during the training course(s);
  - assess your fitness for the training course(s);
  - provide appropriate reasonable adjustments during the training course(s);

## **Your consent**

In nearly all circumstances we will approach you and obtain your written consent to allow us to process your Special Category Data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent.

## **B. Purposes for which we will use your personal data**

The table below sets out a description of all of the ways we will use your personal data as a Learner of Quantum Group. We also have identified our legal bases and our legitimate interests where appropriate.

We may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground on which we are relying in order to process your personal data where more than one ground has been set out in the table below.

<b>Purpose/Activity</b>	<b>Type of data</b>	<b>Lawful basis for processing including basis of legitimate interest</b>
To register you as a Learner in connection with a contract for a training course	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Qualification</b> (d) <b>Usage</b>	Performance of a contract with you
To process and to complete your training course purchase, including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Financial</b> (d) <b>Transaction</b> (e) <b>Marketing and Communications</b> (f) <b>Qualification</b>	(a) Performance of a contract with you  (b) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Profile</b> (d) <b>Marketing and Communications</b>	(a) Performance of a contract with you  (b) Necessary to comply with a legal obligation  (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)

<b>Purpose/Activity</b>	<b>Type of data</b>	<b>Lawful basis for processing including basis of legitimate interest</b>
To transfer your details, including personal data and special category data (where relevant) to our third party teaching contractors, for the purposes of enabling the teaching contractors to provide evaluation and assessment services on behalf of Quantum Group in connection with our training courses	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Qualification</b> (d) <b>[Financial]</b> (e) <b>Special Category</b>	(a) Consent, in regards to your Special Category Data (b) Necessary to comply with a legal obligation (c) Performance of a contract with you.
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Usage</b>	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Profile</b> (d) <b>Usage</b> (e) <b>Marketing and Communications</b> (f) <b>Technical</b>	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To produce marketing materials such as videos, photographs and other forms of media production during the course of the training course	(a) <b>Identity</b> (b) <b>Contact</b>	Necessary for our legitimate interests (to develop and grow our business and to inform our marketing strategy)

### **C. Disclosures of your personal data**

We may share your personal data with the parties below for the purposes set out in the table above.

- **Contractors.** To our third party contractors, sub-contractors, agents and consultants that Quantum Group engages for the provision of services;
- **Teaching Contractors.** To our third party teaching contractors, sub-contractors, agents and consultants that Quantum Group engages to provide Learner evaluation, assessment, and other related services in connection with Quantum Group's training courses.
  - For these purposes the Teaching Contractors shall use your personal information, as we have described in the table above, for the following specific purposes:
    - to evaluate and assess your performance on the training course(s);
    - to grade, mark, and/or complete a report of the results to your performance;
    - to put in place, and to ensure that appropriate safeguards are met for you (where required) and to make appropriate and reasonable adjustments for you (where necessary);
    - to comply with any applicable laws; and
    - to transfer the applicable grade/mark/result or final evaluation or assessment arising from the conclusion of the training course to Quantum Group;
- **Suppliers.** To our third party suppliers, in connection with performing a contract;
- **Quantum Group.** To any company or person who is or may become a part of the Quantum Group of companies/entities;

- **Purchaser of the Quantum Business.** To any third parties to whom Quantum Group may in the future choose to sell, transfer or merge part of our business or our assets. Alternatively we may seek to acquire other businesses or merge with them. If a change of control happens to our business, then the new owners may use your personal data in the same way as set out in this Privacy Policy and this Annex B.
- **Advisers.** To our professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services;
- **Authorities.** To HM Revenue & Customs, regulators and other authorities based in the United Kingdom who require reporting of processing activities in certain circumstances; and
- **Debt Collection Services.** If necessary to third party debt collection services to recover monies owing by you to Quantum Group.

#### **D. Training course accreditations and certificates**

On completion of a training course, you may be eligible to receive a digital accreditation or certificate which evidences completion of such course. To receive this, you will need to sign up directly through the online system of the following third party providers:

- for **City & Guilds**, [Credly](#) ;
- Please note that Quantum Group will not transfer your personal data to these third party certification providers and you are required to sign up directly with them through their respective online platforms.
- Certification Providers will, with exception to the aforementioned, transfer your personal data outside of the UK for registration purposes only, and will ensure that your personal data is protected as per this Privacy Policy.

**If you have any questions about this Privacy Policy including Annex B, please contact us.**

## Annex C     Contractors

This Annex C is only applicable to Quantum Group's contractors.

**Contractor** means any individual or firm, who is about to enter into, (or who has entered into,) a contract for services with Quantum Group in the capacity of an independent contractor, pursuant to which the contractor has or will provide, their personal data (or the personal data of its officers, employees or agents) to Quantum Group.

### **A. The data we collect about you**

#### **Identity Data, Contact Data, Financial Data, Transaction Data.**

Please see (page 4) and (page 5) of this Privacy Policy for the meaning of these categories, or you can [click here](#).

In addition, we may also collect **Engagement Data** which we have grouped together as follows: driving licence, payroll records, tax status information, results of HMRC employment status checks, employment records, job titles, work history, training records, professional memberships, recruitment information (including copies of right to work documentation, references, CV and/or covering letter, evidence of prior employment, qualifications, DBS Certificates, relevant insurance documents, and any other documents disclosed by you to Quantum Group as part of, or pursuant to the engagement of you as a contractor).

We may also collect **General Data** about you throughout the course of our engagement/contract, this may include, performance related information, training related information, skills related information, and any other information which, in the course of the engagement, may be necessary for us to perform the contract that we have with you, is necessary for our legitimate interests (identified in the table below) or for us to comply with a legal obligation.

### **B. Purposes for which we will use your personal data**

The table below sets out a description of all of the ways we will use your personal data as a customer of Quantum Group. We also have identified our legal bases and our legitimate interests where appropriate.

We may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground on which we are relying in order to process your personal data where more than one ground has been set out in the table below.

<b>Purpose/Activity</b>	<b>Type of data</b>	<b>Lawful basis for processing including basis of legitimate interest</b>
To make a decision about us entering into a contract with you, and to determine the terms on which we enter into a contract with you	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Engagement</b> (d) <b>General</b>	(a) Performance of a contract with you  (b) Necessary for our legitimate interests [(to protect our business in recruiting appropriate staff)]
To determine whether you are legally entitled to work in the UK	(a) <b>Identity</b> (b) <b>Contact</b>	(a) To comply with a legal obligation
To administer the contract that we have entered into with you	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Financial</b> (d) <b>Engagement</b> (e) <b>General</b>	(a) Performance of a contract with you
Business management and planning, including account and auditing	(a) <b>Identity</b> (b) <b>Financial</b>	(a) To comply with a legal obligation
To conduct performance reviews, to manage performance and determine performance goals	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Financial</b> (d) <b>Engagement</b> (e) <b>General</b>	(a) Performance of a contract with you  (b) Necessary for our legitimate interests [(to manage objectives, and ensure the engagement advances our business)]

<b>Purpose/Activity</b>	<b>Type of data</b>	<b>Lawful basis for processing including basis of legitimate interest</b>
Assessing qualifications for a particular job or task	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Engagement</b> (d) <b>General</b>	(a) To comply with a legal obligation  (b) Performance of a contract with you
Making decisions about your continued engagement and/or termination of the engagement	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Financial</b> (d) <b>Engagement</b> (e) <b>General</b>	(a) Performance of a contract with you  (b) Necessary for our legitimate interests [(in protecting our business and determining opportunities)]
To ensure relevant education, training and development requirements are met	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Engagement</b> (d) <b>General</b>	(a) To comply with a legal obligation  (b) Necessary for our legitimate interests [(to ensure our contractors provide appropriate quality services)]
To deal with any disputes, including legal disputes that arise involving you or the legal entity that you provide your services through	(a) <b>Identity</b> (b) <b>Contact</b> (c) <b>Engagement</b> (d) <b>General</b> (e) <b>Financial</b>	(a) Necessary for our legitimate interests [(to protect our business against any potential disputes or alleged disputes)]

### **C. Disclosures of your personal data**

We may share your personal data with the parties below for the purposes set out in the table above.

- **Contractors.** To our third party contractors, sub-contractors, agents, consultants, and Customers that Quantum Group engages for the provision of services;
- **Suppliers.** To our third party suppliers, in connection with performing a contract;



- **Quantum Group.** To any company or person who is or may become a part of the Quantum Group of companies/entities;
- **Purchaser of the Quantum Business.** To any third parties to whom Quantum Group may in the future choose to sell, transfer or merge part of our business or our assets. Alternatively we may seek to acquire other businesses or merge with them. If a change of control happens to our business, then the new owners may use your personal data in the same way as set out in this Privacy Policy and this Annex B.
- **Advisers.** To our professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services;
- **Authorities.** To HM Revenue & Customs, regulators and other authorities based in the United Kingdom who require reporting of processing activities in certain circumstances; and
- **Debt Collection Services.** If necessary to third party debt collection services to recover monies owing by you to Quantum Group.

**If you have any questions about this Privacy Policy including Annex C, please contact us.**