

Privacy Policy

1. Purpose and Scope

Under data protection law, individuals have a right to be informed about how MetaGedu uses any personal data we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about individuals who are on a programme of learning with MetaGedu in a funded or commercial agreement.

Our contact details.

Name: MetaGedu Apprenticeships
Address: 891 Greenford Road, Greenford, UB6 0HE
Phone Number: 0333 004 8178
E-mail: enquiries@metagedu.io
Website: <https://metagedu.io>
Companies House Number: 8936622

Our Privacy Policy is to be referred to alongside the following Privacy Policies:
Learner Record Service: <https://www.gov.uk/government/publications/lrs-privacy-notices/lrs-privacy-notice>
DFE: <https://www.gov.uk/government/publications/esfa-privacy-notice/esfa-privacy-notice>

We, MetaGedu, of the above address and contact details, are the “data controller” and we have the Head of Operations, as a point of contact as we are not required by law to have a “data protection officer.”

2. General Principles

2.1 The personal data we hold.

Personal data that we may collect, use, store, and share (when appropriate) about learners includes, but is not restricted to:

- Contact details, contact preferences, date of birth, identification documents.
- Results of internal assessments and externally set tests.
- Learner and curricular records.
- Characteristics, such as ethnic background or special educational needs.
- Details of any medical conditions, including physical and mental health.
- Attendance information.
- Safeguarding information.
- Details of any support received, including care packages, plans and support providers.
- Photographs.

We may also hold data about learners that we have received from other organisations, including other schools, Training Providers, local authorities and the Department for Education

2.2 Why we use this data.

We use this data to:

- Support learner learning
- Monitor and report on learner progress.
- Provide appropriate pastoral care.
- Protect learner welfare.
- Assess the quality of our services
- Conduct research.
- Comply with the law regarding data sharing.

2.3 Our legal basis for using this data.

We only collect and use learners' personal data when the law allows us to. Most commonly, we process it where:

- We need to comply with a legal obligation.
- We need it to perform an official task in the public interest

Less commonly, we may also process learners' personal data in situations where:

- We have obtained consent to use it in a certain way
- We need to protect the individual's vital interests (or someone else's interests)

Where we have obtained consent to use learners' personal data, this consent can be withdrawn at any time. We will make this clear when we ask for consent and explain how consent can be withdrawn.

Some of the reasons listed above for collecting and using learners' personal data overlap, and there may be several grounds which justify our use of this data.

2.4 Collecting this information.

While the majority of information we collect about learners is mandatory, there is some information that can be provided voluntarily. Whenever we seek to collect information from you or your child, we make it clear whether providing it is mandatory or optional. If it is mandatory, we will explain the possible consequences of not complying. If you would like to know what data we, please request and complete a Subject Access Request.

2.5 How we store this data.

We keep personal information about learners while they are attending our courses. We may also keep it beyond their length of programme if this is necessary in order to comply with our legal obligations.

2.6 Data sharing

We do not share information about learners with any third party without consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law) we may share personal information about learners with:

- Our local authority – to meet our legal obligations to share certain information with it, such as safeguarding concerns and exclusions.

- The Department for Education – survey information and review information which effects funding relating to learners with specific needs.
- Educators and examining bodies – in the cases of entries and appeals of exams.
- Our regulators e.g., Ofsted and the DfE.
- Suppliers and service providers – to enable them to provide the service we have contracted them for.
- Central and local government.
- Our auditors.
- Survey and research organisations – related to specific areas of educational and behavioural research.
- Health authorities and social welfare organisations – to meet our responsibility to the health and wellbeing of our learners.
- Charities and voluntary organisations.
- Police forces, courts, tribunals – to meet our legal obligations to share certain information with the authorities, such as criminal proceedings and safeguarding concerns.

2.7 Youth support services

We are legally required to pass on certain information about learners to various county councils, as it has legal responsibilities regarding the education or training of 13–19-year-olds. This information enables it to provide youth support services, post-16 education and training services, and careers advisers.

2.8 Other rights

Under data protection law, individuals have certain rights regarding how their personal data is used and kept safe, including the right to:

- Object to the use of personal data if it would cause, or is causing, damage or distress.
- Prevent it being used to send direct marketing.
- Object to decisions being taken by automated means (by a computer or machine, rather than by a person).

In certain circumstances, you can have inaccurate personal data corrected, deleted, or destroyed, or restrict its processing. Corrections to data can be made by requesting and submitting a Subject Correction Request, and deletion of this information can be requested by requesting and submitting a Subject Erasure Request.

Claim compensation for damages caused by a breach of the data protection regulations.

To exercise any of these rights, please contact our nominated person, Head of Operations at enquiries@metagedu.io

2.9 Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance. By following our separate complaints policy.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office

Time for Policy Review

This Policy is to be reviewed annually.

Dissemination

The Policy is available for current and potential clients and apprentices to view

Disclaimer

MetaGedu reserve the right to amend this Privacy policy at any time to comply with new legislation and guidance.

Change History

Version	Changes made to previous version	Approved By	Date
v1	Initial release	Eric Sykes	28/03/2023
v2	Font Changes	Eric Sykes	12/06/2023
v3	Gary Callaghan removed – role added	Eric Sykes	24/02/2025
V4	Branding and factual corrections	Ian Alston	12/05/2026
V5	Contact details amends	Ian Alston	02/06/2026