

## PRIVACY NOTICE

### *How DCC-i uses and protects personal information*

|                    |                                                                |
|--------------------|----------------------------------------------------------------|
| Document reference | IG-003                                                         |
| Version            | 1.0                                                            |
| Status             | Approved                                                       |
| Document owner     | Chief Executive Officer                                        |
| Approval date      | 15 October 2026 — user instruction recorded in GOV-SIGNOFF-002 |
| Effective date     | On approval                                                    |
| Next review        | September 2027                                                 |
| Functional lead    | Chief Operations Officer (GDPR Lead)                           |
| Editorial revision | 15 October 2026   R1   Approved by user instruction            |

### 1. Who we are

DCC Interactive Ltd (DCC-i) is a UK limited company providing professional learning, digital learning, consultancy, evaluation, research and specialist social care and mental health services. Registered office: 22 St John Street, Newport Pagnell, MK16 8HJ. Company number: 13075266. ICO registration number: ZA839281. Contact: [corporate@dcc-i.co.uk](mailto:corporate@dcc-i.co.uk).

### 2. Information we may collect

- Identity and contact details, such as your name, role, organisation, email address and telephone number.
- Booking, attendance, participation, assessment, certificate and CPD records.
- Payment, invoicing and contract information.
- Communication records, feedback, complaints and support requests.
- Website, portal, account, device, usage and security information.
- Information you provide during research, evaluation, consultancy, supervision, co-production or professional services.

- Special-category or criminal-offence information where genuinely necessary, such as health, disability, reasonable-adjustment, safeguarding or professional-regulation information.

### 3. Why we use your information

| Purpose                                                                               | Typical lawful basis                                                                                          |
|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| Provide products, training, portal access, consultancy and professional services      | Contract; legitimate interests; legal obligation; occasionally consent.                                       |
| Manage bookings, accounts, attendance, certification and customer relationships       | Contract and legitimate interests.                                                                            |
| Respond to questions, complaints, rights requests, incidents or safeguarding concerns | Legal obligation, legitimate interests, vital interests or substantial public interest, depending on context. |
| Improve services through evaluation, research, analytics and feedback                 | Legitimate interests, consent or a contract with a commissioning organisation.                                |
| Meet legal, tax, accounting, insurance, professional and regulatory duties            | Legal obligation and legitimate interests.                                                                    |
| Send relevant service information or marketing                                        | Legitimate interests or consent, subject to your communication choices and PECR.                              |

Where we use sensitive information, we also identify an additional legal condition and apply appropriate safeguards. We do not use sensitive information merely because it is available.

### 4. Where information comes from

We usually receive information directly from you. We may also receive it from your employer, commissioner, university, professional body, booking contact, delivery partner, public authority or another person involved in the service. We will provide additional project-specific information where the context requires it.

## **5. Who we share information with**

We share only what is necessary with approved staff, associates, service providers, commissioners, professional advisers, insurers, regulators, law-enforcement bodies or safeguarding authorities. Where another organisation provides information or commissions work, the contract and actual decision-making determine whether DCC-i acts as controller, joint controller or processor. Details of relevant joint-controller arrangements are available on request.

## **6. International transfers**

Some approved technology providers may process information outside the UK. Where this happens, DCC-i uses an approved legal transfer mechanism and proportionate contractual and security safeguards.

## **7. How long we keep information**

We keep information only for as long as needed for the purpose, legal obligations, professional accountability, safeguarding, insurance or the defence of legal claims. Different records have different retention periods. We securely delete or anonymise information when the retention period ends, unless a lawful hold applies.

## **8. Your rights**

- to be informed about how your information is used;
- to ask for access to your personal information;
- to ask us to correct inaccurate or incomplete information;
- to ask for erasure or restriction where the legal conditions apply;
- to object to some processing, including direct marketing;
- to request portability where applicable;
- to withdraw consent where we rely on consent;
- to challenge a solely automated decision with legal or similarly significant effects.

We do not currently make decisions about individuals solely through automated processing. We may use AI-assisted tools for administration, drafting or service support, but a competent person remains responsible for outputs and decisions affecting individuals.

## **9. Children and people who may need additional support**

Most DCC-i services are designed for adult professionals. Some projects or services may involve information about children, young people or adults at risk. In those cases, we use additional safeguards, age-appropriate information, proportionate consent or authority arrangements, and safeguarding procedures.

## **10. Security and data breaches**

We use approved systems, access controls, multi-factor authentication, secure transfer, staff training and incident procedures. If you believe information has been lost, disclosed, altered or accessed in error, contact [corporate@dcc-i.co.uk](mailto:corporate@dcc-i.co.uk) promptly.

## **11. Questions, rights requests and complaints**

Contact the Chief Operations Officer (GDPR Lead) at [corporate@dcc-i.co.uk](mailto:corporate@dcc-i.co.uk) or write to the registered office. We will support reasonable adjustments and authorised representatives. You may also complain to the Information Commissioner's Office.

## **12. Changes to this notice**

We will update this notice where our services, technology or legal obligations change. Material changes will be highlighted through the relevant website, service or communication channel.