

# Privacy Policy

## Illuminate Care Group Training App

**Version:** 1.0

**Effective Date:** 26.6.2026

**Last Updated:** 26.6.2026

### 1. Introduction

Illuminate Care Group Ltd ("we", "our", "us") is committed to protecting your privacy and handling your personal information fairly, lawfully and transparently in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. All organisations that process personal data must explain what they collect, why they collect it, how they use it, and what rights individuals have over their data. ([ICO](#))

This Privacy Policy explains how personal information is collected, used, stored and protected when using the Illuminate Care Group Training App.

By using the Training App, you agree to the collection and use of information in accordance with this Privacy Policy.

### 2. Who We Are

#### Data Controller

Illuminate Care Group Ltd

Email: [datacontroller@illuminatecaregroup.co.uk](mailto:datacontroller@illuminatecaregroup.co.uk)

Address: 27 Tickhill Square, Denaby Main, Doncaster

If you have any questions regarding this Privacy Policy or your personal data, please contact us using the details above.

### 3. Information We Collect

We may collect and process the following information:

#### Personal Information

- Full name
- Employee number
- Job title

- Work email address
- Work location
- Manager details
- Department
- Employment status

### **Training Information**

- Courses assigned
- Course progress
- Assessment scores
- Quiz results
- Certificates achieved
- CPD hours
- Training expiry dates
- Mandatory training compliance
- Reflective journals
- Competency assessments
- Practical assessment records
- Manager sign-off records

### **Technical Information**

- Device type
- Operating system
- Browser type
- IP address
- Login dates and times
- Session duration
- Error logs
- Security logs

### **Communications**

- Notifications sent
- Booking confirmations
- Manager messages
- App notifications
- Feedback submitted

#### **4. Why We Collect Your Information**

We process your information to:

- Deliver online training.
- Allocate mandatory learning.
- Record completed training.
- Produce certificates.
- Monitor compliance.
- Support supervision and appraisal.
- Produce management reports.
- Meet regulatory requirements.
- Improve the Training App.
- Maintain system security.
- Respond to technical issues.

#### **5. Lawful Basis for Processing**

Your personal information is processed under one or more of the following lawful bases:

- Performance of your employment contract.
- Compliance with legal obligations.
- Legitimate interests in managing workforce training and regulatory compliance.
- Consent where required for optional features.

Processing of personal data must be lawful, fair and transparent and be limited to defined purposes. ([GOV.UK](https://www.gov.uk))

## 6. How Your Information Is Used

Your information may be used to:

- Create your training account.
- Assign learning.
- Track completion.
- Issue certificates.
- Notify managers of progress.
- Schedule face-to-face training.
- Produce compliance dashboards.
- Monitor overdue learning.
- Support inspections by regulators.
- Maintain audit trails.

## 7. Notifications

The app may send notifications regarding:

- New course assignments
- Upcoming training
- Expiring certificates
- Face-to-face bookings
- Manager approvals
- Assessment results
- Compliance reminders
- System announcements

Managers may also receive notifications when:

- Staff complete training
- Certificates are issued
- Reflective journals require review

- Practical assessments require sign-off
- Face-to-face courses are booked

## **8. Sharing Your Information**

We only share information where necessary.

This may include:

- Senior managers
- Training administrators
- HR
- Compliance teams
- Regulatory bodies where legally required
- Software providers supporting the platform under appropriate contractual safeguards

We never sell personal information.

## **9. International Transfers**

Where data is processed outside the UK, appropriate safeguards will be implemented to protect your personal information in accordance with UK GDPR requirements.

## **10. Data Security**

We use appropriate technical and organisational measures including:

- Encrypted connections (HTTPS)
- Password protection
- Secure cloud hosting
- Role-based permissions
- Multi-factor authentication where available
- Audit logs
- Regular backups
- Security monitoring

- Restricted administrator access

## 11. Data Retention

Training records will normally be retained:

Record	Retention
Training records	Duration of employment plus 6 years
Certificates	Duration of employment plus 6 years
Audit logs	Up to 12 months
System logs	Up to 12 months
Support tickets	Up to 3 years

Retention periods may be extended where required by law or regulatory requirements.

## 12. Your Rights

Under UK GDPR you have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion where applicable
- Restrict processing
- Object to processing
- Request data portability where applicable
- Withdraw consent where processing relies upon consent
- Lodge a complaint with the UK Information Commissioner's Office (ICO)

## 13. Cookies and Analytics

The Training App may use essential cookies and similar technologies to:

- Keep you logged in
- Maintain security
- Improve performance

- Analyse system usage
- Remember preferences

Where non-essential cookies are used, your consent will be requested.

#### **14. Third-Party Services**

The Training App may integrate with services including:

- Microsoft Entra ID or Microsoft 365
- Email notification providers
- Cloud hosting providers
- Reporting services
- Learning content providers

Each provider is required to maintain appropriate security and data protection standards.

#### **15. Children's Information**

The Training App is intended for employees, contractors and authorised users aged 18 years or over. It is not designed for use by children.

#### **16. Changes to this Privacy Policy**

We may update this Privacy Policy from time to time.

Where significant changes are made, users will be notified through the app or by email.

#### **17. Contact Us**

For questions about this Privacy Policy or your personal information, please contact:

##### **Data Protection Lead**

Illuminate Care Group Ltd

Email: [datacontroller@illuminatecaregroup.co.uk](mailto:datacontroller@illuminatecaregroup.co.uk)

#### **18. Complaints**

If you are unhappy with how we process your personal information, please contact us first so that we can try to resolve your concerns.

You also have the right to complain to the UK Information Commissioner's Office.

[Information Commissioner's Office \(ICO\)](#)

### Policy Review

Version	Date	Author	Review Date
1.0	25-06-2026	Illuminate Care Group	Annually

This policy is written for an employee training platform and covers the typical functionality you have described for your Base44 training app, including course allocation, manager sign-off, certificates, reflective journals, notifications, compliance reporting, and face-to-face training bookings. It should be reviewed by your legal adviser or Data Protection Officer before publication to reflect your exact hosting arrangements, third-party providers, and retention schedules.