

Data Subject Access Request (DSAR) Policy

Vocational Training Hub Ltd

1. Introduction

Under the UK General Data Protection Regulation (UK GDPR), individuals have the right to access the personal data that organisations hold about them. This is known as a **Data Subject Access Request (DSAR)**.

Vocational Training Hub Ltd is committed to handling all DSARs in a lawful, transparent, and timely manner.

This policy explains how learners can request their data, what information we can provide, and how we process these requests.

2. Who Can Make a DSAR?

Any learner who has completed training with Vocational Training Hub can request access to their personal data, regardless of:

- Who paid for the training (e.g., employer-funded)
- Whether they are still employed by the organisation that purchased the training
- Whether their account is still active

The right of access belongs to the **individual learner**, not the employer.

3. What Personal Data Can You Request?

You may request access to any personal data we hold about you, including:

- Certificates and proof of course completion
- Training history and course enrolments
- Assessment results and scores
- Account information (e.g., name, email, login activity)
- Communication records relating to your training

We cannot provide:

- Information about other learners

- Internal business notes that do not constitute your personal data
- Data that would compromise another person's privacy

4. How to Submit a DSAR

To request your data, please contact us at:

Email: support@vocationaltraininghub.com

Website: www.vocationaltraininghub.com

Please include the following information to help us locate your records:

- Full name used during training
- Email address used on the system
- Approximate dates of training
- Employer at the time (if applicable)

We may request proof of identity to ensure your data is protected.

5. How We Verify Your Identity

Before releasing any personal data, we may ask for:

- A form of ID (e.g., driving licence, passport)
- Confirmation of details already held on your account

This is to prevent unauthorised access to your information.

6. How Long Will It Take?

We will respond to your request **within one month** of receiving it.

If your request is complex or involves a large volume of data, we may extend this by up to **two additional months**, but we will inform you if this is necessary.

7. Fees

DSARs are free of charge.

However, we may charge a reasonable fee if:

- You request multiple copies of the same information
- The request is clearly unfounded or excessive

8. When We May Refuse a Request

We may refuse a DSAR only if:

- The request is manifestly unfounded or excessive
- We cannot verify your identity
- Providing the data would infringe the rights of another individual

If we refuse your request, we will explain the reason and inform you of your right to complain to the ICO.

9. How We Provide Your Data

Your data will be provided electronically, usually in PDF or digital format, and sent securely to the email address you provide once verified.

10. Contact Information

If you have questions about this policy or your data rights, please contact:

Vocational Training Hub Ltd

Website: www.vocationaltraininghub.com

Email: support@vocationaltraininghub.com