Candidate Information Notice

Dear Candidate,

We understand that you have selected Peak Activity Services Ltd ("Provider") to provide and deliver NNAS accredited courses to you (the "Services").

These Services will be provided to you in accordance with the terms of business of the Provider and whilst the NNAS sets out the course syllabus and assessment criteria NNAS is not liable to you for any issues concerning the delivery of the Services.

If you have a complaint concerning the Services, you should try to resolve this with the Provider in the first instance. Should you not be able to do so, and the complaint relates to the assessment of the course, please ask the Provider to refer the matter to NNAS and we will deal with this in accordance with our Complaints Policy https://nnas.org.uk/complaints-procedure/

The Provider should also provide you with their Privacy Notice which will set out what data they need to collect from you, why and how they process it. The Provider is registered on the ICO register of data controllers.

NNAS as a data processor:

- Navigator and Tutor Awards: In order for the Provider to notify NNAS that you are a Candidate and so that we can, if you complete the course successfully, provide you with the NNAS Award appropriate to the course and manage any feedback from you as to the Services provided to you by the Provider, the Provider will enter some of the personal data you have provided to the Provider (as a data controller) into the candidate management system ("CMS") we make available to Providers. The CMS will generate an ID reference for your records.

- ODA courses: In order to obtain an ODA certificate for you, the Provider will share the following data with NNAS: gender, age group, ethnicity. This data is not held on the CMS. It is stored internally by NNAS for 40 years and is only visible to NNAS employees and Trustees.

In all these functions NNAS acts as a data processor for the Provider. If you wish to access any of your data subject rights in respect of this data, you should direct this request to the Provider.

The CMS system retains data for 40 years so that all parties can have access to accreditations over this period.

Your data is only visible to NNAS and the Provider or any other person to whom you have provided your ID number, for example a future provider so that they can find you on the CMS and update your details to add the new/ additional course they will provide to you.

Our sub- processors: The CMS system is operated by Azolve Limited an entity incorporated under the laws of England and Wales, United Kingdom; having a principal place of business at Wright Business Centre, 1 Lonmay Road, Glasgow, G33 4EL, United Kingdom. Please see the Data Protection Addendum: you can see here that data will be stored in the UK and EEA only: https://agreements.justgo.com/data-processing-addendum/

NNAS as a data controller: There are some limited circumstances in which NNAS is a data controller in respect of dealings with you such as (i) if you contact us directly for information etc or (ii) there is complaint in progress. You are referred to the NNAS Privacy Notice [https://nnas.org.uk/privacy-policy/] for further information as to how NNAS processes this personal data.

We hope that you enjoy the NNAS Course and wish you luck in attaining an NNAS Award.

Yours sincerely,

NNAS Board of Trustees