

# 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:

- Any certificates or data if the account has been deleted
- 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](mailto:support@vocationaltraininghub.com)

**Website:** [www.vocationaltraininghub.com](http://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 Subject Access Request (SAR) where permitted by applicable data protection legislation, including where:

- The request is manifestly unfounded, repetitive, or excessive.
- We are unable to verify the identity of the requester.
- Providing the information would adversely affect the rights and freedoms of another individual.
- The personal data requested is no longer held because it has been permanently deleted in accordance with our data retention policy and Terms of Use.

Where we refuse a request, we will provide an explanation of the reasons for our decision and inform you of your right to lodge a complaint with the Information Commissioner's Office (ICO) or seek another legal remedy.

## **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](http://www.vocationaltraininghub.com)

**Email:** [support@vocationaltraininghub.com](mailto:support@vocationaltraininghub.com)