

Privacy Policy

Effective Date: 01 July 2026

This Privacy Policy applies to personal data collected through the Vocational Training Hub website (www.vocationaltraininghub.com).

For the purposes of UK data protection laws, the Data Controller is **TTH Group Limited** trading as **Vocational Training Hub** (referred to in this policy as "we", "us", "our", or "the Company"). The underlying website, learning management system and technical infrastructure are owned by **GTG Global Limited** (Company Number: 15026292). All training services, content delivery and platform operations are facilitated by TTH Group Limited.

Please read this Privacy Notice carefully to understand our practices regarding your data. If you have any questions, please contact us at: support@vocationaltraininghub.com.

Your use of our Site is also governed by our Terms and Conditions. Terms used but not defined in this Privacy Notice can be found in our Terms and Conditions.

1. Our Data Protection Roles

- **1.1 Data Controller: TTH Group Limited** (trading as **Vocational Training Hub**; operating address: 125 Deansgate, Manchester, M3 2BY) is the Data Controller of all Personal Data collected directly via this Site. The foundational system and hosting infrastructure are owned and maintained by **Global Technology Group Limited** (Company Number: 15026292).
- **1.2 Data Processor:** Where we provide our Learning Management System (LMS) and hosted training platforms to corporate clients, local authorities, or institutional partners to train their respective staff and learners, **TTH Group Limited** trading as **Vocational Training Hub** acts as a Data Processor. In these scenarios, we handle specific learner data strictly in accordance with the relevant client's written instructions and Data Processing Agreement (DPA).

2. About Our Services

We provide online services, training directories, course bookings, platforms and marketing resources to help individuals and organisations identify, book and complete vocational education tailored to their sectors. When you interact with our services, you share information with us which constitutes personal data under the UK GDPR.

While you may choose to input alternative identifiers for general browsing, accessing our active courses, tracking student certification or securing platform user credentials requires your genuine and accurate personal information.

3. What Information This Privacy Notice Covers

This Privacy Notice covers information we collect from you through our Site, communication lines and virtual applications. Some of our Site's functionality can be used without revealing any Personal Data, but features or Services related to training subscriptions, user profiles and corporate account management require it.

You are responsible for ensuring the accuracy of the Personal Data you submit. Inaccurate information may affect your ability to use the training platforms and our ability to issue official certifications or contact you.

Our Site and services are intended strictly for professional use within vocational sectors and are not directed at children under the age of 13. We do not knowingly collect information from children under the age of 13.

4. Personal Data We Collect

We collect information through three primary routes:

- Information you provide directly to us.
- Information we automatically collect when you use our services.
- Audio and video data from call recordings.

4.1 Information Provided Directly by You

- **Account Registration:** If you register for an account on our Site, you are required to provide certain Personal Data such as your name, telephone number, business name and email address. You may also voluntarily provide us with additional optional data, such as your date of birth, to allow us to send you celebratory birthday messages or personalised offers. Providing this additional information is entirely optional.
- **Identity Verification:** For select high-security training portals or compliance checks, you may be required to verify your identity. This may involve securely submitting your name, address, date of birth or a photo identification document, which is deleted immediately upon successful profiling.
- **Forums and Content Submissions:** If you participate in our public student forums, assignments, quizzes, surveys or peer reviews, we collect user-generated content and platform performance metrics. Please do not publish sensitive personal information on open public forums.
- **Payments:** Financial transactions are handled entirely by our secure, third-party PCI-compliant payment processors. The Company does not store your card details on its internal servers.

4.2 Information Collected Automatically

When you navigate the Site, we collect metadata indicating which pages were visited, the order in which they were viewed and which hyperlinks were clicked. This includes:

- IP address, operating system and browser software.
- Location data used to route internet traffic to regional servers to minimise latency.
- Cookies and web beacons (please see our separate Cookies Policy for complete details).

4.3 Phone and Video Call Recordings

When you interact with our team, we may record inbound and outbound telephone calls as well as virtual meetings (including Zoom platform demonstrations). These recordings are held securely for quality control, staff training and operational auditing.

5. Our Lawful Bases for Processing Data

Under the UK GDPR, we process your personal data relying on the following legal frameworks:

- **Performance of a Contract:** To fulfil our obligations under our Terms of Use or subscription packages to deliver your training.
- **Legal Obligation:** To satisfy statutory requirements, including accounting, tax or health and safety training logs.
- **Legitimate Interests:** To run, scale, optimise and audit our commercial business operations; to safeguard network security; to review performance; and to handle service inquiries.
- **Consent:** Where you choose to receive marketing updates, opt into voluntary features (such as birthday updates), or submit optional surveys. Consent can be withdrawn at any moment via your profile portal or by contacting us.

6. How We Share and Disclose Data

Except as specifically outlined within this notice, we do not sell or distribute your Personal Data to third parties. We may disclose your data in the following structured circumstances:

- **To Our Contractors and Suppliers:** Third-party IT developers, cloud hosts, and software providers—including our infrastructure owner **GTGlobal Limited**—who maintain our Site or infrastructure under strict confidentiality terms.
- **To Enterprise Clients and Employers:** If your account or subscription was purchased on your behalf by your employer, local authority or academic institution, we share course completion, attendance logs and quiz performances with them.
- **Legal and Regulatory Authorities:** In response to lawful orders from UK courts, law enforcement or statutory bodies (such as OFSTED or the CQC) to protect our legal rights, property or customer safety.
- **Corporate Successors:** In the event of a merger, corporate restructuring or sale of assets, data may be securely transferred to an acquiring entity.

7. Data Retention and Storage

Your personal data will not be stored for longer than is necessary to fulfil the operational purposes for which it was collected.

- **General Account and User Profile Data:** Maintained for the duration of your active subscription contract plus up to an additional 6 years to satisfy statutory UK corporate contract limitations.
- **Call and Zoom Video Recordings:** Stored securely within our cloud architecture and automatically deleted after 12 months unless required for an ongoing regulatory audit or formal dispute.
- **Unclosed Sales Opportunities:** Purged or archived after 2 years if no contractual relationship is established.

8. Your Rights under UK Data Protection Law

You possess several statutory rights regarding your personal information, which you may exercise without charge by contacting us:

- **Right of Access (Subject Access Request):** The right to receive a copy of all personal information we hold about you, including your recorded call files.
- **Right to Rectification:** The right to amend any incomplete or incorrect information.
- **Right to Erasure ('Right to be Forgotten'):** The right to request the deletion of your data when it is no longer required for contractual or legal purposes.
- **Right to Restrict Processing:** The right to limit our processing of your data to passive storage while a dispute is being investigated.
- **Right to Data Portability:** The right to request your data be delivered to you electronically in a structured format.
- **Right to Object:** The right to halt direct marketing or challenge data handled under our legitimate interests.

9. Cookies

We use cookies to enhance platform navigation, retain user preferences (so you do not have to log in on every single visit), and collect anonymised diagnostic analytics. You can adjust your preferences or completely block cookies via your browser settings, though doing so may prevent access to certain parts of our LMS portals.

10. How to Contact Us and Make a Complaint

If you have any questions about this Privacy Policy, wish to exercise any of your data protection rights, or are unhappy with how we have managed your personal information, please contact us directly in the first instance:

- **Email Address:** support@vocationaltraininghub.com

- **Postal Address:** FAO TTH Group Limited t/a Vocational Training Hub, 125 Deansgate, Manchester, M3 2BY

Our Internal Complaints Process

If you wish to make a formal data protection complaint, please submit your concern to our support email address. We will formally acknowledge your complaint within 30 days and investigate the matter without undue delay to provide a resolution.

Escalating to the Information Commissioner's Office (ICO)

In accordance with UK regulations, if you remain dissatisfied with our response or the outcome of our internal investigation, you have the right to lodge an escalation complaint with the UK supervisory authority, the Information Commissioner's Office (ICO).

The Vocational Training Hub is fully registered as a data controller with the ICO under registration name **Vocational Training Hub** and registration number: **ZC181649**.

- **Website:** www.ico.org.uk
- **Helpline:** 0303 123 1113
- **Address:** Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

11. Changing Our Privacy Notice

We review our privacy practices from time to time, and these practices are subject to change. Any update will be effective immediately upon posting on our Site. We will notify you of any material changes by posting a prominent alert on our homepage or by emailing your registered account address.