



Data Collection Guide



Paddles Up Training Data Collection Guide

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Introduction

As Paddles Up Trainings main offices are based in England, we have a duty under the Data Protection Act (2018) and the General Data Protection Regulations (2018) to ensure that all data collected by its employees and Providers is done so for a legitimate reason and that it is taken and stored by secure methods.

It is the responsibility of every Provider to ensure that all data collected is stored securely. On your booking form, or before the course, you should ensure that a data processing statement is shared with learners, so they know exactly what the data collected will be used for and who it shall be shared with. [Appendix 1](#) features an example Statement which should be used as your starting point. The amount of time that information should be kept for is outlined in our [Data Retention Chart](#).

We recommend that all Tutors, Assessors and Providers consider the data protection legislation where they live and run courses and ensure that you are legally compliant with local legislation.

For courses run in the UK you are encouraged to consider the guidance of the Information Commissioner's Office (ICO), <https://ico.org.uk/>.

Data Collection

The following data must be collected from candidates in order to enter course results online.

- Required for those who are members/former members/Club Associates:
 - Membership / Reference Number

- Required for all candidates
 - Candidate name
 - Date of birth
 - Recommended/ Not Recommended (please write discipline here if applicable)

- Only required for non Paddle UK Members
 - Email address
 - Address line 1
 - Address line 2
 - Town
 - County
 - Postcode
 - Gender (Male/Female/I identify in another way/I prefer not to say)

Tip: this is the minimum information required to submit course results, you will require further data to manage the learners during courses e.g medical need, dietary needs, emergency contact numbers etc.



Further information is available in the Running Courses with Paddles Up Training guidance resource, however all data collected must be managed in accordance with legislation in force in the jurisdiction of where the course is taking place.

We also require that you collect contact details (Name / Email Address / Phone Number) for paddlers who are attending courses in support of training and assessment courses. We may be required to contact these people in the event of an incident that requires us to investigate any occurrences during a course. These volunteer paddlers must also be informed as to the fact that their data may be passed on to Paddles Up Training and/or British Canoeing Awarding Body if requested by us.

Policy Review Arrangements

We will review this policy on an ongoing basis as part of our continuous improvement activity and revise it as and when necessary in response to customer and learner feedback, changes in our policies and processes and actions from allegations.

In addition, we may update this policy in light of operational feedback to make sure our arrangements for dealing with suspected cases of malpractice and maladministration remain effective.

Contact us

If you have any queries about the contents of the policy, contact our customer service team:

Tel: 0300 0119 500

Email: coaching@paddlesuptraining.com

Darryll Shaw

Paddles Up Training Responsible Officer



Appendix 1. Example Privacy Statement to display to candidates.

Privacy Statement

British Canoeing Awarding Body, Paddles Up Training, Paddle Scotland, Paddle Northern Ireland and Paddle Cymru take your privacy seriously. We will only use your data to administer your training or qualification, or to contact you in certain circumstances (such as an assessment appeal or complaint).

How your information will be used: By participating in a British Canoeing Awarding Body course, you agree to the use of your personal data for administering your course participation and results. It is an expectation of Employers, Government Agencies and members of the public that Delivery Centres should retain a permanent core record of candidate name, the training and qualifications taken and their outcomes. This allows the Delivery Centre to support the candidate's right to lifelong learning and to meet legislative requirements, such as confirming the validity of qualifications. If you attend a course as a mock student then we may have a need to contact you in the event of any incident which occurs during course delivery that requires our involvement. We will only request your information from the provider if it becomes pertinent to our involvement.

Qualification Processing: We will administer your qualification and training on you or your child's behalf. We will only use personal data relevant for administering the qualification or training with the Provider, the Providers National Association and the Awarding Body.

Sharing with British Canoeing Awarding Body: For Coaching Qualifications, we will share your details with the British Canoeing Awarding Body to process your qualification and claim certification. If you have any questions about the continuing privacy of your personal data when it is shared with the British Canoeing Awarding Body, please contact your National Association Coaching Department.

- **Paddles Up Training (for Paddle UK Members):** National Water Sports Centre, Adbolton Lane, Holme Pierrepont, Nottingham, NG12 2LU
coaching@paddlesuptraining.com
- **Paddle Cymru:** Canolfan Tryweryn, Frongoch, Bala, Gwynedd, LL23 7NU
admin@paddlecymru.org.uk
- **Paddle Northern Ireland:** Belfast Boat Club, 12 Lockview Road, Belfast, BT9 5FJ: admin@paddleni.org.uk
- **Paddle Scotland:** Grandtully Campsite, Grandtully, Pitlochry, PH9 0PL
hello@paddlescotland.org.uk

Communications: Occasionally, we may want to send you communications not associated with your qualification or training. If you wish to receive communications, please log in to your account and review the communication options.

For more information on how we process your information please read our full privacy notice on your National Association Website.

Appendix 2. Frequently Asked Questions

Q - How do I ensure I am collecting the right data for course submissions?

A - We recommend that you consider matching your booking system questions to the course schedule to ensure that you collect all of the information you need. You will probably be collecting all the information you need on your booking forms but it is important to clearly state how that data will be used and for what purpose.

Q - What do I record if I have unsuccessful learners on a course?

A - It is important to include all learners on the course results and pay the appropriate fees as this ensures that course records are accurate and a true representation of the course that took place.

Failure to list a learner's attendance is a breach of the provider service agreement.

Q - I have a learner booked on my course who does not want certification, how do I record this?

A - You must record all learners on the course results and submit them normally.

Failure to list a learner's attendance is a breach of the provider service agreement.



Further Reading

[Data Retention Chart](#)

[Running Courses with PUT](#)

Information Commissioner's Office (ICO): <https://ico.org.uk/>