

# Coventry City Council (CCC) Privacy Notice for MeLearning

Coventry City Council complies with the Data Protection Act and the UK GDPR and is registered with the Information Commissioner's Office (ICO) as a Data Controller.

This Privacy Notice explains how Coventry HDRC (part of Coventry City Council) will process and use personal information collected from you when you access Coventry City Council's MeLearning platform.

## Why we collect and use Personal Data about you

We collect and hold personal about you to provide learning opportunities and to give you access to the MeLearning platform. MeLearning provides users with access to online courses.

We rely on consent as the lawful basis for processing your data.

## What information do we collect about you?

- Name
- Email address

## Who we share your personal Data with

We will share your data with MeLearning, a third party organisation that will deliver the online learning course. For details of how MeLearning will process your data, please refer to their [privacy notice](#).

## How long will we keep your information?

Your account data will be retained as long as you are an active service user. If your account is inactive for a period of 1 year, your data will be archived for a further 6 months after which the account and your personal data will be permanently deleted.

## Your Rights

You have the right to:

1. Ask to see the personal information we hold about you
2. Ask us to change information we hold about you if it is wrong
3. Ask us to delete the information we hold about you
4. Ask us to limit the way we use your personal Information



## 5. Complain to the Information Commissioner's Office

To exercise any of these rights please contact the Coventry HDRC team and/or email [coventryhdrc@coventry.gov.uk](mailto:coventryhdrc@coventry.gov.uk)

## Complaints

You have the right to submit a complaint if you are unhappy with the way your information is handled or disagree with a decision made by the council regarding your data. In these circumstances you can contact the Data Protection Team (DPO) and request a review of the decision. Email: [DPOTeam@coventry.gov.uk](mailto:DPOTeam@coventry.gov.uk)

If you are not satisfied with any outcome from the DPO you may wish to apply to the Information Commissioner's Office at:

The Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

Date of last review: November 2024