



Privacy and cookies policy

Who we are

“We”, “us” and “our” means Y Awards Ltd (trading as YMCA Awards Ltd).

Y Awards Ltd is a UK-regulated awarding organisation, we’ve been helping people make positive changes in their lives since 1998.

Registered address:

Y Awards Ltd
Suite 14, Conwy House
Castle Court
Swansea Enterprise Park
Swansea
SA7 9LA

Email: enquiries@dataprivacysimplified.co.uk

Your privacy matters

At YMCA Awards, we are committed to keeping your personal data safe and secure.

This Privacy and Cookies Policy explains how we collect and use personal information when you visit our website, contact us through the website, or interact with website-based services.

If you have any questions about how we process your personal information, or you would like to exercise your rights, please contact us using the details above.

How we collect your information

We may collect your name, contact details and gender to process your information when you engage with our YMCA Award centres as a learner, tutor, staff member, training provider, apprentice, or a staff member of an organisation applying to become an Awards centre.

We also collect personal information when you:

- Visit and browse our website
- Submit a contact or enquiry form
- Subscribe to website communications
- Interact with cookies or analytics tools

The information we collect may include:

- Name
- Email address
- Any information you choose to provide in website forms
- IP address
- Browser type, device and operating system information
- Website usage and interaction data

How we use your information

When we collect your information as part of your engagement with a YMCA Awards centre, we process this information to:

- Organise meetings between apprentices and employers
- Provide qualifications, end-point assessments and endorsements
- Provide resources, guidance documents and issue certificates
- Provide eLearning to centres and learners
- Supervise assessments, conduct face-to-face invigilation
- Assess staff's information for applications to become an Awards centre
- Carry out evaluation visits or calls with our External Quality Assurers (EQAs)

We use personal information collected through our website to:

- Respond to enquiries or requests
- Manage and improve website functionality and security
- Understand how visitors use our website
- Administer website communications where requested

We do not use website data for automated decision-making or profiling.

Lawful basis for processing

We process this information on the basis of contractual obligation or legitimate interest where applicable. For processing any special category data, we rely on explicit consent or substantial public interest, with conditions from the Data Protection Legislation.

We process personal data collected via our website on the following lawful bases:

- **Legitimate interests** – to operate, maintain, secure and improve our website
- **Consent** – where required, such as for non-essential cookies or optional communications

What are cookies?

A *cookie* is a small text file that is placed on your device when you visit a website. Cookies allow the website to recognise your device and remember information about your preferences or previous actions.

Most cookies do not collect information that directly identifies you. Instead, they collect general information about how visitors access and use the website.

How we use cookies

We use cookies to support the secure and effective operation of our website and to improve user experience.

Information may be collected automatically through cookies when you visit our website, in accordance with:

- Your browser settings; and

- The cookie preferences you select through our cookie banner.

Non-essential cookies (including functional, analytics, performance and advertisement cookies) are only used where you have provided your consent through the cookie banner.

Your cookie preferences are retained for 30 days, after which you will be prompted to review and confirm your choices again.

You can manage or withdraw your consent at any time by selecting the cookie icon or the “Manage Preferences” option available on the website.

Necessary cookies are essential for the operation of the website and cannot be disabled through the consent banner.

Cookie categories used on this website

Necessary cookies

These cookies are essential for the website to function properly. They enable core functionality such as security, network management and accessibility. Necessary cookies are always active and do not require user consent.

Functional cookies

These cookies enable enhanced functionality and personalisation, such as remembering user preferences or enabling third-party services. They may be set by us or by third-party providers whose services appear on our website.

Analytics cookies

These cookies collect information about how visitors use the website, including pages visited, traffic sources, time spent on pages and patterns of user behaviour. This information is aggregated and used to understand engagement and improve website content and structure.

Performance cookies

These cookies help ensure the technical performance and reliability of the website. They may monitor system stability, loading speeds, session continuity and error management to support the consistent delivery of website services.

Advertisement cookies

These cookies may be used to provide visitors with customised advertising based on the pages they have visited and to measure the effectiveness of advertising campaigns. They may track browsing activity across websites.

Detailed cookie information

Detailed information about individual cookies, including cookie names, providers and duration, is maintained dynamically through our consent management platform and is available via the “Manage Preferences” section of the cookie banner. This information reflects the live configuration of the website.

Who we share your information with

We share your information with several organisations involved in providing our services. These organisations act as data processors for us.

We may also work as joint controllers with our partner organisations

We do not sell or trade personal data.

Website-related personal data may be shared with trusted third-party providers, including:

- Website hosting providers
- IT and technical support providers
- Analytics and marketing service providers

All third parties act as data processors and are required to process personal data securely and lawfully. Further detail about how we manage your data can be found in our [data protection and data retention policies](#).

How long we keep your information

We store your information in line with our [data retention policy](#). We retain website-related personal information only for as long as necessary.

- Enquiry data is retained to manage responses and follow-up
- Analytics and technical data is retained in line with cookie settings and system controls

Your rights

You have the right to:

- Be informed about how your personal data is used
- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion or restriction of processing
- Object to processing, including marketing
- Request data portability
- Lodge a complaint with the Information Commissioner's Office (ICO)

Children's data

The YMCA Awards website is not intended for children under the age of 13. We do not knowingly collect personal data from children through this website.

Complaints

If you are unhappy with how we process your personal data, please contact us using the details above.

You may also complain to the Information Commissioner's Office (ICO): <https://www.ico.org.uk>