

Privacy policy

This Privacy policy is to let you know how we use and look after your personal information when you are using the STEM website. This includes what you tell us about yourself and what we learn during our relationship with you.

It does not provide exhaustive detail of all aspects of the CAA's collection and use of personal information. If you are redirected to the CAA's main website, our online service portals and individual applications will give you more information. However, we are always happy to provide any additional information or explanation needed.

Why we may collect and process your personal information

We sometimes rely on your Consent to process your personal information. We will tell you at the time when we collect this information if your Consent is required.

If we do not ask for your Consent, we are relying on a lawful basis of Legitimate Interest. This may include:

To administer your place on programmes

To send transactional emails – e.g. enrolment, upcoming deadlines, course expiry etc

To track course participation and progress

To administer evidence provided in conjunction with Duke of Edinburgh activities

We only use your personal information in ways that you would expect.

The type of information we may collect in these circumstances

Name

Age

Email address

Contact details

Video and audio recordings

Who this information might be shared with?

Used only within the UK Civil Aviation Authority (CAA) for purposes directly related to the STEM – Opportunities in Aviation initiative.

How long we keep your personal information?

We only keep your personal information for as long as you have a relationship with us.

Your individual rights

The UK General Data Protection Regulation (UK GDPR) provides you with a number of rights in relation to the processing of your personal data. Below is information relating to these rights.

All requests can be sent to FOI.Requests@caa.co.uk

Receive a copy of your personal information

A subject access request can be submitted to receive copies of information relating to you held by the CAA.

Letting us know if your personal information is incorrect

You have the right to question any information we have about you that you think is wrong or incomplete. If you do, we will take reasonable steps to check its accuracy and correct it.

You can ask us to stop using your personal information

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'.

In rare circumstances, there may be legal or other official reasons why we need to keep or use your data.

You can ask us to restrict the use of your personal information

We may sometimes be able to restrict the use of your data such as if:

It is not accurate.

It has been used unlawfully but you don't want us to delete it.

It is not relevant anymore, but you want us to keep it for use in legal claims.

You have already asked us to stop using your data, but you are waiting for us to tell you if we can keep on using it.

This means that it can only be used for certain things, such as legal claims or to exercise legal rights. In this situation, we would not use or share your information in other ways while it is restricted.

How to withdraw your consent

Where we have relied on your consent to process your personal information, you can withdraw your consent at any time. Please contact us if you want to do so.

If you withdraw your consent, we may not be able to provide certain products or services to you. If this is so, we will tell you.

Complaints or queries about using your information

We set the highest standards when collecting and using personal information. We therefore take any complaints we receive about the processing of personal information very seriously. We encourage people to bring issues to our attention if they think that our collection or use of information is unfair, misleading, or inappropriate. We would also welcome any suggestions for improving our information management procedures. Contact us at FOI.Requests@caa.co.uk

The CAA's Data Protection Officer (DPO)

The CAA's DPO is:

Chris Whitehurst

Civil Aviation Authority

Aviation House

Gatwick Airport South

RH6 0YR

To contact our DPO, please email FOI.Requests@caa.co.uk

Complaints to the Information Commissioner

If you are not satisfied with how the CAA has handled your personal data, please let us know and we will try and resolve the problem. However, you have a right to complain directly to the [ICO Information Commissioner's Office \(ICO\)](#)

Changes to this Privacy Notice

We keep our Privacy policy under regular review. This Privacy Notice was last updated on 7 December 2023.