**GLA Group Mentoring Hub**

**The information on this page explains how Transport for London (TfL) (the data controller), its subsidiaries and service providers use the personal information you supply when registering for and using the GLA Group Mentoring Hub (‘mentoring hub’).**

* [Personal information we hold](https://tfl.gov.uk/corporate/privacy-and-cookies/dial-a-ride#on-this-page-0)
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**Personal information we hold**

In order to use the mentoring hub, we will need to collect information about you to register your account and complete your profile as a mentor or a mentee.

The personal information we hold includes:

* Name, email address
* Telephone number, if you wish to provide it
* Information relating to your job, such as title, organisation, staff level, type of profession, working days
* Profile photo and a link to your Linkedin profile, only if you choose to include it
* Your experience or development requirements (which may include special category data, such as your ethnicity, sexual orientation or health information)
* Mentor session details, journal entries and notes
* Any other personal information that you supply in support of your profile as a mentor or a mentee
* Enquiries, complaints or other correspondence from you

**Legal basis for using your information**

Under data protection legislation, TfL is only allowed to use personal information if we have a proper reason or ‘legal basis’ to do so. To provide the monitoring hub services, we rely on your consent to process the data you have submitted as part of your profile and during the mentoring process.

Sometimes we also need to collect or store information that is defined as ‘special category personal data’, for example health, disability, ethnicity or sexual orientation. We collect Diversity and Inclusion information as part of your registration, which includes some special category data. However, equality monitoring data is not assigned to your profile and is anonymous. We collect this data for monitoring of equality of opportunity or treatment.

You may also provide special category data as part of your experience or development requirements, which will be visible to other registered users. We store this data based on your explicit consent to do so.

**Obtaining and using your information**

Most of the personal information we hold will be provided by you when you register and use the monitoring hub services. It may also be provided by your mentors or mentees, as part of feedback during the mentoring process.

TfL will share your data with your employer within the GLA Group. We will only use your data for the purposes of administering the mentoring hub.

If you are employed by the London Fire Brigade, your respective system administrator will review your application upon submission.

Our data processor CRB Associates Ltd will have full access to the data in order to provide and maintain the system, but it will be encrypted. It may only be decrypted at a request of the administrators.

Journal entries between yourself and your counterpart are only visible to you, and may not be viewed by administrators or other system users. However, the entries may be retrieved if strictly necessary and as appropriate for a data subject access request or an investigation.

**Length of time we keep your information**

We will retain your details for as long as you are using the service. If your account is inactive for 6 months, you will be asked to login to confirm you still require the account, otherwise it will be deleted after this period.

If you have left your GLA Group employer, your profile will be deleted within 2 months from the time you have left. If you have moved from one GLA Group organisation to another but would like to keep your account records, please contact the system administrator to reassign your profile to your new organisation.

**Keeping personal information secure**

We take the privacy of our customers very seriously and a range of robust policies, processes and physical and technical measures are all in place to control and safeguard access to, and use of, personal information associated with the monitoring hub.

Anyone with access to personal information held in TfL's systems is required to complete privacy and data protection training on an annual basis.

We also publish guidance on the steps you can also take to [protect your personal information](https://tfl.gov.uk/corporate/privacy-and-cookies/protect-your-data).

**Automated processing and profiling**

Under data protection legislation we have to let you know when we use your personal information do something ‘automatically’ using our computers or other systems, or make an automated decision (without human intervention) that significantly affects you.

In the case of the monitoring hub, TfL does not make decisions based solely on the use of automated systems, databases or computer applications.

**Sharing personal information**

An administrator for your employer will have access to your profile data on the mentoring hub. This information sharing will be carried out in accordance with privacy and data protection legislation and with the appropriate written agreements in place.

In some circumstances, disclosures of personal data to the police (and other law enforcement agencies) are permitted by data protection legislation, if they relate to the prevention or detection of crime and/or the apprehension or prosecution of offenders. Before any such disclosure takes place, the police are required to demonstrate that the personal data concerned will assist them in this respect. Each police request to TfL is dealt with on a strict case-by-case basis to ensure that any such disclosure is lawful and in accordance with data protection legislation.

**Overseas processing**

TfL and its service providers process your personal information within the UK. Our data processor CRB Associates Ltd may engage subcontractors who are at liberty to process data overseas via their own sub-contractors, so long as they adhere to the UK GDPR-compliant data processing agreements.

**Your information rights**

Under data protection legislation you are entitled to ask to see any personal information that we hold about you.

You also have a number of other information rights which include:

* The right to question any information we have about you that you think is wrong or incomplete
* The right to object to how we use your information or to ask us to delete or restrict how we use it
* In some cases, the right to receive a copy of your information in a format that you can easily re-use
* The right to complain to the regulator - the [Information Commissioner’s Office](http://www.ico.org.uk)

To submit your request please contact [glagroupmentoringhub@tfl.gov.uk](mailto:glagroupmentoringhub@tfl.gov.uk).

If you have any complaints about the way your personal data is processed, please contact TfL Privacy and Data Protection team by email at [dpo@tfl.gov.uk](mailto:dpo@tfl.gov.uk).

**Cookies**

When we provide services to you online, we want to make them easy, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on your device (eg computer, tablet or mobile phone). These include small files known as cookies, and other similar technologies (such as web beacons, local storage and digital fingerprinting). These all have a very similar function of understanding people's behaviour while using websites and mobile applications. They can sometimes be used to provide information about your device or its approximate location through the unique IP address associated with it.

**Our cookies and what they do**

We use cookies on this website to maintain a user’s session, for example, to ensure that the system knows when a user is logged in. These are considered ‘essential’ cookies and they are strictly necessary for the platform to function. The mentoring hub does not use tracking, analytical or any other form of non-essential cookies.

**Changes to this page**

It's likely that we'll need to update this statement from time to time, so check back here regularly to find out more. This page was last updated in December 2023.