



Quality ✕ Customised ✕ In-House Qualifications (Est. 1996)

Specialist Care Divisions

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|-------------------------|-------------------------|
| ✕ Foster Care Services | ✕ Prison Healthcare |
| ✕ Schools | ✕ Autism |
| ✕ Brain Injuries | ✕ Care of the Elderly |
| ✕ Learning Disabilities | ✕ Physical Disabilities |
| ✕ Children Services | ✕ Custodial Care |

www.nvqacademy.com

Privacy Policy - Learners and Assessors etc

1. Introduction

This policy explains how and why we use your personal data to ensure you remain informed and in control of your information.

Please Note - This policy is in reference to data subjects who are current or previous Learners or Assessors or have involvement in any current or previous contract with NVQ Academy. Please see Privacy Policy for all other data subjects.

2. About us

For the purposes of data protection law NVQ Academy will be the controller of your personal data held by us.

NVQ Academy is registered with ICO (the Information Commissioner's Office) under registration number Z597723X

NVQ Academy is based at 160 Station Road, Marston Moreteyne, Bedford MK43 0PJ. Our designated Data Protection Officer is Nicola Ryan-Raine.

3. What information do we collect?

We collect data you give to us or is given to us by your employer when you are undertaking a qualification with us or are providing Assessment on our behalf.

Our legal basis for collection of data in respect of Learners and Assessors is Contractual Obligations.

Data collected may include: personal details (name, date of birth, email, address etc.) and could include data classified as Sensitive Personal Data (ethnicity, additional learning needs) when this is required by our regulators.

4. How do we use personal information?

We only ever use your personal data with your or your employer's consent or where it is necessary to:

- enter into, or perform, a contract with you
- comply with a legal duty or to protect our own lawful interests

We will only use your information for the purpose or purposes it was collected for.

We use personal data for administrative purposes. This includes:

- Maintaining databases of our learners/assessors and their educational progress
- Performing our obligations under contracts
- Recording your choices and preferences re communications with us
- Communicating news and updates

Internal research and analysis

We may carry out research and analysis on the data we hold:

- to determine the success of qualifications or contracts
- if required of us by our Regulators

We may also combine sets of personal data and change the personal data so that it can no longer be linked to any particular person. This information may then be used to monitor NVQ Academy's business performance or to identify trends or patterns within our existing learner database etc.

5. Disclosing and sharing data

We will never sell your personal data and will only ever share it with organisations we work with such as the Education and Skills Funding Agency and External Quality Assurance Organisations /Regulators where it is necessary for the performance of a contract or to comply our legal obligations.

6. Collection and Storage of Personal Data

Electronic data and databases are stored on secure NVQ Academy computer systems.

We also use several third parties to collect data through forms that are accessed through a direct link, our website or our social media pages.

We use Google's Business G Suite for collection and some storage of personal data used for contract purposes including: Enrolment Forms, CPD and Standardisation Forms, Questionnaires. For more information please see [Google's Data Processing Terms](#) and [Model Causes](#). [Google is also part of the US-EU Privacy Shield Framework](#) Please note - you have the option not to include sensitive personal data (ethnicity, additional learning needs) on these electronic forms.

We use Zotabox forms for data collected through our website or mobile site - [more information](#).

We also have a presence on normal social media platforms. Please be aware that each of the platforms themselves has its own privacy policies that you may need to review if you have any concerns.

We will only use and store information for so long as it is required for the purposes it was collected for. How long we keep information for depends on the information and what it's used for, our legal obligations and our obligations to others parties involved in a contract e.g. your employer, our regulators.

7. Your rights over your data

You have the right:

- to ask and be told whether or not we have your personal data and, if we do, to obtain a copy of the personal data we hold (this is known as a subject access request)
- to have your data deleted (though this may not apply where if it is necessary for us to continue to use the data to administer your qualification or contract with your employer and additionally any further requirements beyond this made by our Regulators etc)
- to have incorrect data amended
- to object to your data being used for marketing purposes or profiling

Please note that there are exceptions to the rights above and though we will always try to respond to your requests- there may be situations where we are unable to do so.

For further information on your rights please write to or email our Data Protection Officer at 160 Station Road, Marston Moreteyne, Bedford MK43 0PJ nicola@nvqacademy.com

8. Complaints

You can complain to NVQ Academy directly by contacting our data protection officer using the details set out above. If you are not happy with our response - or you believe that your data protection or privacy rights have been infringed, - you can complain to the UK Information Commissioner's Office - see www.ico.org.uk for more details.