Privacy and Data Protection Policy

# Policy statement

This policy states how and when Wiltshire Exam Centre can use, store, transport and share the information it holds on our learners/candidates, staff and affiliated individuals and companies. We are committed to upholding all relevant legislation including the Data Protection Act (2018) and GDPR directions.

# Scope and Usage

This policy relates to all products and services offered by Wiltshire Exam Centre, to any recruitment activities undertaken by the Centre and to any present or future advertisement or promotion of services. All activities undertaken by the centre, it’s employees and contractors, must be in keeping with this policy to ensure trust and transparency with our customers and associates, and to abide with all data processing legislation.

# Legislation

The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR).

Everyone responsible for using personal data has to follow strict rules called 'data protection principles'. They must make sure the information is:

* used fairly, lawfully and transparently
* used for specified, explicit purposes
* used in a way that is adequate, relevant and limited to only what is necessary
* accurate and, where necessary, kept up to date
* kept for no longer than is necessary
* handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

**Procedures**

**Learners**

All candidates will receive a copy of our Privacy Notice, which sets out how their information will be collected, stored, used and passed on (as applicable).

Wiltshire Exam Centre implement a number of safeguards to ensure there is no breach of

confidentiality, and/or the above described legislation. These include, but are not limited to:

* All sensitive and personal data will be held in a secure way so as not to be accessible by unauthorised persons (locked filing cabinet, password-protected folders)
* We will never sell or share information for any reason other than specified within this policy, our privacy notice, or the awarding body’s own policies.
* Any requests to view information held by us, alter it or remove it will be dealt with in a timely manner and in no case exceeding 28 days. Candidates (and their parents/guardians) will be advised if any of these actions will affect their examination entries or results.
* Where, for logistical reasons, candidate information would be written or typed in a non-secure manner (e.g. in an email to the awarding body, on a calendar to track bookings), this shall be done in a way such as to make the person unidentifiable to anyone not lawfully entitled to their data - normally by using their learner ID instead of their name, for example.

# Staffing

All staff are expected to read and adhere to all of our policies, irrespective of whether they are directly employed by the centre or work for us on a sub-contractor basis. Any incidences whereby we identify a breach of legislation or our own expectations, will result in a review or disciplinary action which may take the form of:

* Initial discussion or written correspondence flagging the issue
* Written warning
* Order of further training to be completed (either in-house or externally)
* Suspension or Dismissal

With regards to data held on staff or associates, the same rights to privacy apply as with our candidates (detailed above), and all staff/associates/applicants can expect their data to be held confidentially and lawfully.

# Other Agencies

We work with the awarding bodies to ensure our policies remain up-to-date and relevant, and that they complement each other. In the case of discrepancy or contradiction, in most cases the policies of the awarding body will supersede our own.

Wiltshire Exam Centre also monitor guidance and advice issued by Ofqual to ensure we are following best practice in the industry.

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| Date of Creation | 6th January 2021 | C M Brown |
| Reviewed on | 27th April 2021 |  C M Brown |
| Review circumstances (before annual review) | Legislation change, instruction by awarding body, learner or staff complaint. |  |