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Description automatically generated Wiltshire Exam Centre

Privacy Policy for Candidates

**Our contact details:**

Wiltshire Exam Centre

White Horse Enterprise Centre

Ascot Court

White Horse Business Park

Trowbridge BA14 0XA

01985 511474

enquiries@wiltshireexamcentre.com

**The type of personal information we collect**

We currently collect and process the following information:

* Contact information – address, telephone number, email address.
* Personal information – name, date of birth, ULN
* Information about gender, ethnicity, disability
* In some cases, sensitive information about your personal circumstances (e.g., where you have applied for special consideration)

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you because you have:

* Made an enquiry about services and asked us to keep you informed.
* Registered with us as a candidate and/or booked an examination.
* Made a complaint, appeal or started another formal procedure for which we need the information to process your request.

We also receive personal information, with your consent, from the Learner Records Service (LRS). We exchange information securely with the LRS to check the validity of Unique Learner Numbers and to generate one if you do not already have one. You can find out more about the service here: https://www.gov.uk/guidance/how-to-access-your-personal-learning-record

We use the information that you have given us in order to perform our legitimate business functions and fulfil the contract between us – i.e., to provide a remote examination/invigilation service. We also have a legal obligation to process your data to satisfy the requirements of the AO and qualification regulators such as Ofqual.

As part of this, we will need to share your information with the Awarding Organisation (AO), Open Awards. You are encouraged to read Open Awards’ Privacy Notice for Learners here: https://openawards.org.uk/media/4161/privacy-notice-learners.pdf as this describes how and when they can use your details.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) We have a contractual obligation.**

**(b) We have a legal obligation.**

**(c) We have a legitimate interest.**

**How we store your personal information**

Your information is securely stored on passcode-protected computers which are only accessible by authorised persons. Sometimes it is necessary to store hard-copy information and this will always be in a locked facility. Where it is necessary to transfer your information to the AO this is done via their secure portal, else it is anonymised.

We keep your registration, examination, achievement and learner destination information for a period of three years. We will then dispose of your information by permanently deleting it from our systems – in the case of hard copies, these are cross-shredded.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information. We will respond to all requests within a maximum of 30 days.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. We will endeavour to update any changes you advise us of swiftly and accurately – this includes changes to address and contact information, changes to learner destination, name or gender changes and others.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances. This should not conflict with our regulatory or legal obligations.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances. This includes passing certain information to third parties – you should make this request before committing to booking assessments in case it conflicts with our legal or regulatory obligations.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances. There is no obligation to provide certain sensitive data in order to register for examinations; this includes ethnic origin, employment status and learner destination. Any information of this nature which you voluntarily provide will be treated in accordance with the provisions of this privacy notice, our policy on data protection and privacy, and the requirements of the Information Commissioners Office.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the details at the top of this notice if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at enquiries@wiltshireexamcentre.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>