



Data Protection Policy

CYQ needs to keep certain information about its centres, their employees and their learners in order to allow it to record learner achievements, effectively manage customer correspondence, monitor the effectiveness of its qualifications and comply with Ofqual's Conditions of Recognition. To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully.

To do this, CYQ must comply with the Data Protection Principles which are set out in the Data Protection Act 1998 (the 1998 Act).

In summary these state that personal data shall:

- be obtained and processed fairly and lawfully and shall not be processed unless certain conditions are met;
- be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose;
- be adequate, relevant and not excessive for that purpose;
- be accurate and kept up to date;
- not be kept for longer than is necessary for that purpose;
- be processed in accordance with the data subject's rights;
- be kept safe from unauthorised access, accidental loss or destruction;
- not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data.

CYQ and all staff who process or use personal information must ensure that they follow these principles at all times.

Continued overleaf



CYQ will adhere to the Act through the following measures:

- fully observing conditions regarding the fair collection and use of information;
- meeting its legal obligations to specify the purposes for which information is used;
- collecting and processing appropriate information only to the extent that it is needed to fulfil our operational needs or to comply with any legal requirements;
- ensuring the quality of information used;
- ensuring that the information is held for no longer than is necessary;
- ensuring that the rights of people about whom information is held can be fully exercised under the Act (i.e. the right to be informed that processing is being undertaken, to access one's personal information; to prevent processing in certain circumstances, and to correct, rectify, block or erase information that is regarded as wrong information);
- taking appropriate technical and organisational security measures to safeguard personal information;
- ensuring that personal information is not transferred abroad without suitable safeguards.

Data Security

All CYQ staff are responsible for ensuring that:

- any personal data that they hold is kept securely;
- personal information is not disclosed orally, in writing, via Web pages or by any other means, accidentally or otherwise, to any unauthorised third party.

Centre obligations

A learner's centre is responsible for ensuring that all of their personal details are accurate and up-to-date.



Learner information

Learners' personal details, registrations, assessment results and qualification or unit achievements are retained by CYQ for a minimum of 6 years. Unless authorised by a learner this information will not be shared with third parties other than the centre with which they have undertaken a CYQ qualification and organisations to which CYQ is obliged to submit statistical reports (e.g. Ofqual, SQA and DfE).

Learners wishing to access personal details in relation to CYQ qualifications will be subject to an identity check before any information is disclosed.

In accordance with Condition D4.2 of the Ofqual Conditions of Recognition CYQ is not obliged to disclose information if to do so would breach a duty of confidentiality or any other legal duty.

Centre information

CYQ will record and update a centre's contact information whilst the centre maintains its CYQ approval status.

Once a centre becomes inactive with CYQ its record and contact information on CYQ's electronic centre management system will be retained as it existed at the point of withdrawal so as not to compromise historical learner data. However, at the point of withdrawal a centre's contact information will be removed from the CYQ website.

A centre's contact details will only be disclosed to potential and existing learners and organisations to which CYQ is obliged to submit statistical reports (e.g. DfE).

Designated Data Controller

CYQ's Designated Data Controller is the Operations and Systems Manager. Any member of staff, customer or learner who considers that the above Policy has not been followed in respect of personal data about himself or herself should raise the matter with the Data Controller.