



BWYQ Privacy Notice

Contact details

Name: Jenny Howsam, Operations Coordinator

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What type of information we have

We currently collect and process the following information:

- *Personal identifiers, contacts and characteristics*; name, date of birth, specific learning requirements and contact details.

How we get the information and why we have it

Almost all the personal information we process is provided to us directly by learners or recognised Centres via encrypted e-mail for one of the following reasons:

- to register a learner onto one of our qualifications
- to conduct external quality assurance (EQA)
- to process certification requests
- to investigate a complaint, appeal, malpractice/maladministration allegation or whistleblowing report
- to make a special considerations, reasonable adjustment or remote assessment request

Other personal information is provided to us directly for one of the following reasons;

- by BWYQ employees or prospective employees when applying for a job
- by consultants entering into a short-term contract with BWYQ

We may also receive personal information indirectly when;

- a whistleblower includes personal information when making a report

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

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting the BWYQ Operations Coordinator using the details above.
- (b) We have a contractual obligation, for example with a recognised centre or learner (or prospective centre/learner)
- (c) We have a legal obligation., or example to assist law enforcement officers with fraud or malpractice investigations.
- (d) We have legitimate interests, for example a malpractice/maladministration allegation, complaint, appeal or whistleblowing report.

What we do with the information

We use the information that you have given us in order to;

- register a learner onto one of our qualifications
- process certification requests
- investigate a complaint, appeal, malpractice/maladministration allegation or whistleblowing report

We may share this information with our recognised centres or our regulatory body (Ofqual).

How we store your information

Your information is securely stored using cloud storage and external drives is accessed only by those who have a legitimate need for the information for the purposes stated above.

We keep your learner and achievement details whilst you are an active learner and for three years after the completion of your qualification. This is in case of audits, complaints, appeals, malpractice investigations or legal proceedings.

We keep the employment details of BWYQ employees for three years after the date they left our employment. This is in case of audits, complaints, malpractice investigations or legal proceedings.

We will then dispose your information by deleting it from the external drive and the back-up external drive.

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.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the 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 above if you wish to make a request.

How to complain

If you have a complaint related to the use of your personal data, in the first instance contact the operations coordinator using the contact details above. Alternatively, you may contact the BWYQ Board of Directors at bwyqdirectors@gmail.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

Review arrangements

BWYQ review this notice as part of the self-evaluation process and will revise it as necessary in response to stakeholder or regulatory feedback. If you would like to feedback any views, please contact us via the details above.

Document History		
Date	Staff member	Action
November 2020	BWYQ Operations Coordinator	Created
November 2021	BWYQ Operations Coordinator	Reviewed and revised
December 2021	BWYQ Trustee-Directors	approved
November 2022	BWYQ Operations Coordinator	Reviewed and revised

<i>December 2022</i>	<i>BWYQ Trustee-Directors</i>	<i>approved</i>
<i>September 2024</i>	<i>BWYQ Operations Coordinator</i>	<i>Reviewed</i>