



GQA Qualifications Privacy Policy

GQA Qualifications Ltd takes your privacy very seriously and is committed to protecting your personal information. GQA Qualifications are “**controllers**” of your personal data. This means that we make decisions about how and why we process your personal data and, because of this, we are responsible for making sure it is used in accordance with data protection laws.

This privacy policy sets out the way in which any personal information you provide to us is used and kept secure by us. It applies whenever and however we collect your personal data so please read it carefully.

Who are we?

GQA Qualifications Ltd is an Awarding Organisation, our registered address is Unit 1, 12 O'clock Court, Attercliffe Road, Sheffield, S4 7WW.

About this privacy policy

This privacy policy explains what information we may collect about you, how we may use it, and the steps we take to ensure that it is kept secure. We also explain your rights in respect of your personal data.

Please note that our website and other digital platforms may contain links to third party websites / digital platforms which are provided for your convenience. We are only responsible for the privacy practices and security of our own digital platforms. We recommend that you check the privacy and security policies and procedures of each and every other website / digital platform that you visit.

Information we collect and what we use it for

GQA Qualifications cannot operate without obtaining specific personal data. We will only collect personal information about you that is necessary to allow us to carry out our function as an Employer and a qualification Awarding Organisation, for example issuing certificates, competence cards, monitoring and quality assuring qualification delivery. Data can be collected directly from you, or in some cases from GQA Approved Training Providers, Colleges or partner organisations such as CSCS, CITB, Trade Federations etc. The personal data we collect could include, but is not limited to:

- Personal names, postal address, telephone numbers, email address, I.D photograph and other similar data
- Demographic details such as your postcode, age, gender, ethnicity etc.

How we process your personal data

We will process personal data on the basis of legitimate interests, i.e. provide you with information, products or services and in line with contracts and service level agreements where applicable. GQA Qualifications will comply with our obligations under GDPR by keeping personal data up to date and stored and destroyed securely. Personal data will also



be protected from loss, misuse and unauthorised disclosure. GQA Qualifications Ltd will ensure that appropriate technical measures are in place to protect personal data.

All personal information that we collect about you will be recorded, used, and protected by us in accordance with applicable data protection legislation and this privacy policy. We may supplement the information that you provide with other information that we obtain from our dealings with you or which we receive from other organisations, for example, our Approved Centres and Trade Bodies.

How long we keep your personal information

We retain your personal information for as long as necessary to provide the services you have requested, and where we have an ongoing legitimate business need to do so, such as complying with our legal obligations, resolving disputes, and enforcing our policies. Data retention periods may also be dictated by legal obligations, e.g. accounts are required to be retained for XX years, GQA staff details are required to be retained for xx years after employment ceases.

When it is no longer necessary to keep your personal information we will delete it from our systems.

Sharing of Data

We will not share any personal data or information about you to third parties for advertising and marketing purposes. We may share some personal data where this is necessary for GQA Qualifications to carry out its legitimate business and comply with contracts and service level agreements. Other than these reasons we will not disclose any of your personal information to a third party, unless we believe, in good faith, that the law requires it or that the rights or property of GQA Qualifications' need to be protected. Your data will not be shared outside of the EEA.

How we protect your Personal Information

We store personal data in secure data centres in the UK or European Union. We will take all reasonable steps to protect your personal information using technical and administrative security measures to reduce the risks of loss, misuse, unauthorised access, disclosure and alteration. We also have procedures in place to deal with any security breaches, we will notify you and any applicable regulator of a suspected security breach where we are legally required to do so. We encourage you to review each Third Party Website's privacy policy before disclosing any personally identifiable information.

Your rights

Right to be informed

You have the right to be informed about the collection and use of their personal data. This is a key transparency requirement under the GDPR. This Privacy Policy provides you with



information including: your purposes for processing their personal data, your retention periods for that personal data, and who it will be shared with

Right of access

You have the right to request a copy of the personal data that we hold about you by contacting us, please include with your request information that will enable us to verify your identity. We will respond within 30 days of request. Please note that there are exceptions to this right.

Right to rectification

We aim to keep your personal data accurate and complete. We encourage you to contact us using the contact details provided below to let us know if any of your personal data is not accurate or changes, so that we can keep your personal data up-to-date.

Right to erasure

You may request that we erase the personal data we hold about you in the following circumstances:

- It is no longer necessary for us to hold that personal data with respect to the purpose for which it was originally collected;
- You object to us holding and processing your personal data and there is no overriding legitimate interest for us to continue to process your personal data;
- Your personal data has been processed unlawfully;
- Your personal data needs to be erased in order for us to comply with a particular legal obligation.

Right to restrict processing

You may request that we cease or restrict processing the personal data we hold about you e.g. where there is no legitimate interest for us to continue processing your personal data.

Data Portability

In certain circumstances, you have the right to request that your personal data is transferred to another data controller. If you would like to request that your personal data is transferred, please contact us. The GDPR has exceptions to these rights, if we are unable to complete the transfer we will explain why.

Right to object

You may have the right to object to us processing your personal data based on legitimate interests and there is no overriding legitimate interest for us to continue. If you would like to object to the processing of your personal data, please contact us.



Right to object to automated processing

GQA Qualifications does not use automated processing with any data collected

How to contact us about your personal data or this privacy policy

If you have any questions about this privacy policy or about your personal data, or wish to request a readable copy of the personal data we hold on you please email us at info@gqaqualifications.com or write to us at the following address and we will endeavour to respond within 7 working days:

GQA Qualifications Ltd
Unit 1 12 O'clock Court
Attercliffe Road
Sheffield
S4 7WW

If you are unhappy with how GQA are processing their data, you can make a complaint to the Information Commissioner's Office. You can contact them in the following ways:

Email: casework@ico.org.uk

Phone: 0303 123 1113

Live chat on their website: <https://ico.org.uk/global/contact-us/live-chat>

By post: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Changes to Privacy Policy

This Privacy Policy is not a contract and we may amend it from time to time. We will make any changes to the online version of this policy, so please check our website, www.gqaqualifications.com for updates.