

Privacy Policy

Introduction

This policy identifies how and why we collect and store personal data, and how we use and share it.

It also sets out your rights in relation to your personal data, how to contact us and how to report any concerns in the way we process your personal data.

What we collect

1. Users

FDQ may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode

2. Our Centres

FDQ will collect personal data relating to the centre's executives, assessors, and internal quality assurers (IQAs) and staff using our online platform.

This may include names, addresses, job titles, email addresses, business telephone numbers and CVs.

3. Learner data

We collect the name, gender, ethnicity, language and date of birth of learners. We may also collect other personal data if required. This may relate to our external quality assurance and moderation procedures, any complaints or appeals we may receive; also any investigations we may need to carry out.

Learner data is entered onto our web platform by our centres in order to register a learner upon our qualifications or apprenticeships. This registration enables provision of assessment, certification or other services provided by us. At the time of registration learners are assigned a unique learner registration number.

We may also be provided with sensitive personal data to support requests for reasonable adjustments or for investigations, complaints, or appeals. This sensitive data should only be provided by your centre to FDQ, if they have your consent to share it with us.

How do we use your personal data?

FDQ can only make use of personal data with reference to one of the stated conditions for processing as listed within the Data Protection Act 2018. Where possible we will ask for your consent before use of your personal data. Consent is and will always be optional.

We may use the personal data provided where necessary for our legitimate interests as an AO and EPAO.

Personal data will be held for the qualifications or apprenticeships that a learner has been registered for. It will be used by FDQ to manage the registration and any other services required including assessment, quality assurance, appeals and complaints. If provided, reasonable adjustment details will be reviewed to apply to the assessment process. The data will also be used to provide a certificate of achievement and other proofs of learning.

We may also process your personal data if required by law, including to respond to requests by government or law enforcement authorities, or for the prevention of crime or fraud.

Who do we share your personal data with?

FDQ will not sell your personal data to any other party.

We may be required to share your personal data with our regulators and other government departments in line with our operating conditions.

If necessary we may also share data with legal and other professional services contracted to us in connection with provision of learning, assessment, and training products and services such as markers, moderators and assessors. We will ensure there is a contract in place with such third parties which include obligations in relation to the confidentiality, security, and

lawful processing of any personal data shared with them. We will not share your personal data with any other third parties unless we are required to do so by law.

We do not currently use or expect to use any third parties located outside the European Economic Area.

We take all reasonable steps to ensure that our staff protect your personal data and are aware of their information security obligations. We limit access to your personal data to those who have a genuine business need to know it.

How long will we keep your personal data?

We will retain personal data relating to learning, assessment, and certification to enable us to provide information about your learning or a replacement certificate.

We will also retain personal data relating to our quality assurance processes, appeals, or and investigations. This will ensure we are able to comply with any contractual, legal, audit and other regulatory requirements or any orders from competent courts or authorities.

Where do we store your personal data and how is it protected?

FDQ has put in place a series of technical and organisational measures to protect and safeguard all data it holds. For example, data is securely stored in our dedicated data centre, where appropriate data and devices are encrypted, staff receive training and briefings on information security and data handling

We take reasonable steps to protect your personal data from loss or destruction. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the address below. We will promptly correct any information found to be incorrect.

Your Rights

Subject to some legal exceptions, you have the right to:

- Request a copy of the personal information FDQ holds about you
- To have any inaccuracies corrected
- To have your personal data erased
- To place a restriction on our processing of your data
- To object to processing
- To request your data to be ported (data portability).

The ICO website has further details about these rights.

To make a request as described above, please contact

FDQ

**Pure Offices,
4100 Park Approach,
Thorpe Park,
Leeds, LS15 8GB**

Tel: 0113 859 1266

Email: fdq@fdq.org.uk

The latest contact details for the ICO can be found on their website.