

Data Protection and Privacy Policy

1. Purpose & Scope

This privacy policy explains how we use any information we collect about you, how you can tell us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy.

For the purposes of the Data Protection Act 2018 ('DPA'), the UK General Data Protection Regulation 2021('UK GDPR') and the Data (Use and Access) Act 2025 ('DUAA') the data controller is Gatehouse Awards Limited, Queensgate House, 23 North Park Road, Harrogate HG1 5PD (our Registered Office). This covers all activities of Gatehouse Awards Limited, regardless of where those activities take place. Please note that our correspondence address is as detailed on the cover of this policy.

2. Authority & Responsibility

This policy applies to all staff directly employed by Gatehouse Awards (GA), as well as any Gatehouse Awards Centres and partners.

The responsibility for ensuring compliance with the Data Protection Act, the UK General Data Protection Regulation and the Data (Use and Access) Act on a day-to-day basis lies with the Responsible Officer.

3. Summary of Our Privacy Policy

Your privacy is very important to us, so we only use the information you provide about yourself and/or your company to provide our services or to help us to improve our service to you. We do not share this information with any third party except to the extent necessary to provide the services within the terms and conditions agreed, or where necessary to fulfil our regulatory or legal obligations.

4. The Information We Collect

The information collected and held about you will depend on whether you are a Centre or a Learner. In each scenario, we may collect and process the following data about you:

4.1 Centre Information

Information that you provide by filling in forms or submitting your details on our site at www.gatehouseawards.org (our "Website"). This includes information provided when making an enquiry, completing your application for initial approval with us or your annual re-approval application. This typically includes, but is not limited to:

- your organisation's name,

- names of yourself and other key members of staff (e.g. directors, teachers, invigilators, administrators, etc.)
- website, email and business addresses
- contact telephone number
- affiliations with other awarding organisations or relevant bodies
- credit referencing information
- records of any correspondence between us (written or verbal)
- feedback from you about our services
- feedback received regarding your service to Learners
- information received from third parties about your organisation
- details of all Learners registered by your Centre including examination dates and results

Centre information will be retained for a minimum of 3 years (but not longer than 5 years) after the date of the end of the relationship with that Centre. GA will regularly review its retention periods to ensure compliance with the DUAA 2025, including new guidance on biometric and high-risk data. Retention periods will be updated as DUAA provisions are phased in during 2026.

4.2 Learners

If you are registered to take an examination or qualification by an Approved Centre of GA, we will typically keep the following information about you. Please note these lists are not exhaustive:

- Full Name
- Date of Birth
- Email address
- Copies of photographic ID
- Information about your educational history and previous qualifications
- Name of the Centre where you were registered
- Date of registration

When you take exams or assessments, we usually collect, or have access to, this information:

- Your written answers and exam scripts (paper-based exams)
- Your answers and how you interact with the system (online exams)
- Your answers, computer information, and activity during the exam (online exams)

- Video, audio and/or screen recordings (online exams using our auto-proctor system or exams and assessments where your skills are being assessed)
- Records of your performance and any photos/videos of your work (portfolio evidence)
- Date of any re-sit (if applicable)
- Copies of all completed examination materials including all audio and video recordings made at the time of the examination.
- Date result and/or certificate issued to the Centre for forwarding to you
- Details of any appeal made regarding the result, including the outcome
- Details of any complaint made regarding the examination or Centre

In our online platforms:

- The Ark (our learner management system) holds records of your results, grades and certificate(s)
- Moodle (our learning platform) holds records of the resources you access and your learning and/or assessment activities, where applicable

In addition, your school or training provider (the 'centre') may share information about you with us, including:

- Your enrolment details and course progress
- Your coursework and assessment results
- Any support needs or reasonable adjustments
- Communication between you and the centre about your studies

Additional Privacy Notices containing detailed information are provided for learners taking exams which use Secure Exam Browser (SEB) and our auto-proctor systems. If you registered directly with GA for your qualification, we will keep all of the above information about you, plus the following:

- Address
- Copy of proof of address (such as utility bill)
- IP address used to access the exam
- Details of any initial assessment undertaken (if applicable)
- Electronic signed terms of business agreed to by you as part of your registration for the examination.

Some of our online platforms, including registration systems and assessment portals, may be accessed by learners under the age of 18. Where this occurs, GA applies additional

safeguards in line with the Data (Use and Access) Act 2025 and the ICO Children's Code. These include collecting only the minimum data necessary, using clear and age-appropriate explanations dependant upon the qualification being taken.

GA may ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

All Learner information will be retained for the following timeframes:

- Personal details alongside your results and certificates: Permanently (in case you need copies in the future)
- Assessment work and/or exam recordings: Usually 12 months (although this might be longer if there are appeals or investigations)
- Learning platform activity: 12 months after you finish your course

GA will regularly review its retention periods to ensure compliance with the DUAA 2025, including new guidance on biometric and high-risk data. Retention periods will be updated as DUAA provisions are phased in during 2025–2026.

5. Our Use of IP Addresses and Cookies

We may collect information about your computer including, where available, your IP address, operating system and browser type, for system administration and to analyse aggregate information. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

6. How We Protect Your Information

All information you provide to us is stored on our secure servers and backed up to the cloud for disaster recovery purposes. Emails and copies of website contacts are also stored on a secure cloud-based system.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. The risk of information not being secure as a result of this password being shared with unauthorised persons lies with you.

Once we have received your information, we will use strict internal procedures and security features to try to prevent unauthorised access.

We keep all Learner information confidential, including all video and audio recordings.

The internal procedures of GA cover the storage, access and disclosure of your information.

We also protect your data by training our staff on data protection, regularly checking our security measures and requiring our partners to comply with the same.

7. How We Use Your Information

We use information held about you in the following ways:

- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us, e.g. registration, the supply of examination materials, marking of same and issuing of qualification results and awards.
- To fulfil our regulatory obligations as an Awarding Organisation recognised and regulated by the Office of Qualifications and Examinations (Ofqual).
- To support your learning by allowing you to access secure areas of our Website (such as 'Centre Login') when you choose to do so.
- To ensure that our records are kept up to date regarding the staff and roles within our Approved Centres.
- To ensure that all Learner Records are complete and correct as required by law and regulation, and that certificates are only issued to Learners who are entitled to that certificate.
- To anonymously collate and analyse data such as ethnicity, age and gender for the purposes of measuring GA' compliance with equality and diversity legislation.
- To keep exams and assessments fair i.e. check identity, prevent cheating and investigate any concerns, and support you in instances where you need to appeal or complain.

To Improve our services: Understand how our systems work and make them better. Where you have consented for us to do so, we may also use your data to provide you with information about goods and services which may be of interest to you and we may contact you about these by email, SMS, post or telephone.

If you do not want us to use your data in this way, please contact us.

To obtain further information regarding why we need your information and our legal reasons for using your information please review our [Learner Privacy Notice](#).

8. When We Might Disclose Your Data to Third-Parties

We may disclose your personal information to third parties using the power of assumption of compatibility given to us by the DUAA to re-use personal information in

a very limited number of circumstances where it is compatible with the original purpose of collection:

- As part of investigations, monitoring or data requests from our regulator(s) (e.g. Ofqual).
- As part of information requests made by the Police or other Government appointed third parties, e.g. UK Visa & Immigration, as part of their investigations.
- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If all of the assets of GA are acquired by a third party, in which case personal data held by it about its clients will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of business and other agreements; or to protect the rights, property, or safety of GA, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

We will NEVER sell your information to other companies for marketing.

9. Use of Video Recordings

GA uses video recordings during some examinations in order to confirm the identity of Learners and to use for marking and quality assurance purposes.

Learners are required to show their full face to the camera at least once during the examination for the purpose of confirming their identity against the photo ID provided.

If you have any particular cultural or religious reason for restricting who views your video, you must inform the Centre or GA Representative prior to the commencement of the examination.

GA will take all reasonable steps to ensure that the video will only be viewed within the restrictions requested.

As with all other information, all videos are kept securely and are not shared by GA with any unauthorised person or third party.

Should a request for a video be received by an authorised third party – such as the Regulator or UK Visa & Immigration, etc. - your request for restricted access will be passed on; however, their compliance cannot be guaranteed by GA.

10. Your Rights

Under the UK GDPR, the Data Protection Act 2018, and the Data (Use and Access) Act 2025, you have several rights in relation to the personal data that GA processes about

you. These rights are listed below, together with an explanation of how you may exercise them.

10.1 Right to be informed

You have the right to clear and transparent information about how we collect, use, store and share your personal data. This Privacy Policy and any additional notices provided to you fulfil this requirement.

10.2 Right of access (Data Subject Access Request – DSAR)

You have the right to request a copy of the personal data we hold about you, as well as information about how we use it.

GA will:

- acknowledge your request promptly,
- respond **within one month** of verifying your identity,
- apply the DUAA's '**stop-the-clock**' provision if we need to pause the timeframe to clarify your request or investigate complex issues, and
- conduct a **reasonable and proportionate search** as permitted under the DUAA.

We **do not charge a fee** for DSARs unless a request is manifestly unfounded or excessive, in which case a reasonable fee may be charged in line with the law.

10.3 Right to rectification

You may ask us to correct inaccurate or incomplete personal data. We will normally respond within one month.

10.4 Right to erasure ('right to be forgotten')

You may request the deletion of your personal data where there is no lawful basis for us to retain it. Certain data cannot be deleted where we are required to keep it for regulatory or legal reasons (e.g., Ofqual compliance, audit, qualification verification).

10.5 Right to restrict processing

You may request that we limit the use of your personal data in certain circumstances, such as where the accuracy of the data is disputed or where we no longer require it but you need it for legal claims.

10.6 Right to data portability

Where processing is based on consent or contract and carried out by automated means, you may request that we transfer your personal data to you or another organisation in a structured, commonly used, machine-readable format.

10.7 Right to object

You have the right to object to:

- processing based on legitimate interests,
- direct marketing (including associated profiling),
- processing for research or statistical purposes.

We will stop processing unless we can demonstrate compelling legitimate grounds or a regulatory obligation to continue.

10.8 Rights in relation to automated decision-making and profiling

GA uses certain automated systems to support the delivery of secure and fair assessments. These may include automated identity checks, online proctoring tools, detection of potential technical problems and automated elements of exam scoring. These systems may highlight potential malpractice, irregularities, or unusual activity during assessment.

You have the right to:

- request human intervention on any decision that affects you;
- express your views about the automated decision;
- request a manual review or re-assessment; and
- challenge an outcome made exclusively by automated means.

GA does **not** make final qualification decisions solely by automated means. Any automated elements (e.g., scoring or proctoring flags) are subject to human review. All automated systems used by GA are subject to regular accuracy, fairness, and bias checks in line with the DUAA 2025.

10.9 How to exercise your rights

You can exercise any of the rights listed above by contacting:

Email: compliance@gatehouseawards.org

We may request proof of identity where necessary to protect your data.

10.10 External complaints

If you remain concerned about how your data has been processed after contacting us, you can raise a complaint by following the procedure under **sub-section 13** of this policy.

11. Your Consent

By submitting your information, you consent to the use of that information as set out in this policy. If we change our privacy policy we will update this policy, provide information on the forms requesting your details and may place notices on pages of the Website

such as the [Learner Privacy Notice](#), so that you may be aware of the information we collect and how we use it at all times. We will also e-mail you should we make any changes so that you may consent to our use of your information in that way. Continued use of the service will signify that you agree to any such changes.

12. Sharing your data internationally

Where we transfer personal data outside the UK, we will apply the Data (Use and Access) Act 2025 'data protection test' to ensure the destination provides appropriate protections, taking into account the nature of the data, the risks involved, and the safeguards in place. To do this we will use approved transfer mechanisms and conduct documented assessments before sharing data internationally.

13. Data Processing Complaints Procedure

Under the Data (Use and Access) Act 2025, individuals have the right to make a complaint directly to an organisation about the way their personal data is processed. GA has established the following process to support this right.

You can raise a data protection complaint with us if you are concerned about:

- how your data has been collected, recorded, or stored;
- decisions made using your data, including automated processing or profiling;
- the sharing or disclosure of your data;
- the retention or deletion of your data; or
- any other aspect of our processing under the Data Protection Act 2018, UK GDPR, or the DUAA 2025.

Submit your written complaint to:

Email: compliance@gatehouseawards.org

What happens next?

1. **Acknowledgement:** We will acknowledge receipt of your complaint within **10 working days**.
2. **Assessment:** Your complaint will be reviewed by the Responsible Officer or an appointed senior data protection representative.
3. **Further Information:** If we need more details, we may pause the investigation and request clarification or evidence.

4. **Response:** We aim to issue a full written response within **one month**. Where the issue is complex or requires documentation from third parties, we may extend this by up to two further months (as permitted under the DUAA 2025 and UK GDPR). We will not charge you unless your request is unreasonable.
5. **Outcome:** Our response will outline our findings, any corrective steps taken, and your further rights.

If you are not satisfied:

You have the right to escalate your concerns to the **Information Commission (IC)**, which oversees data protection in the UK.

Information Commission:

Website: www.ico.org.uk/concerns

Telephone: 0303 123 1113

You do not need to complain to us first before contacting the IC, but doing so may help resolve matters more quickly.

14. Data Protection and Privacy Policy Review

This policy is reviewed biennially in addition to any changes that will be made due to changes in legislation and/or internal procedures.

| Document Specification: | |
|---------------------------|---|
| Purpose: | This document sets out the Data Protection Policy for Gatehouse Awards in respect of the way in which it handles the data of both Centres and Learners |
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| Responsibility: | Responsible Officer |
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| Links to Ofqual GCR | C2 |
| Other relevant documents: | Gatehouse Awards Centre and Qualification Approval Procedure Gatehouse Awards Application for Centre Approval Gatehouse Awards Centre Handbook Gatehouse Awards Comments, Compliments and Complaints Policy & Procedure Gatehouse Awards Terms and Conditions of Business |