

Learner Privacy Notice

Your privacy matters to us. This notice explains how we collect, use and protect your personal information when you take our qualifications or use our services.

1. Who we are

Gatehouse Awards Ltd is responsible for looking after your personal information ('data') when it is provided by you or provided to us by your training centre. We are called the 'data controller' in law.

Contact us:

- Email: compliance@gatehouseawards.org
- Address: Unit G5, Woodhead House, Woodhead Road, Birstall, WF17 9TD, United Kingdom

2. What information do we collect about you?

We may collect different types of information depending on how you use our services:

When you register for qualifications, we usually collect this information:

- Your name
- Date of birth
- Email address
- Information about your educational history and previous qualifications
- Any special requirements you need for exams or assessments (like extra time)

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)

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
- Our website, which uses cookies to record basic information about your visits (such as which pages you look at), and which includes some of our online exam platforms

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.

3. Why do we need this information?

We use your information to:

- Provide your qualification: Process your registration, deliver exams and assessments, and award qualification and unit certificates
- Keep exams and assessments fair: Check identity, prevent cheating and investigate any concerns, and support you in instances where you need to appeal or complain
- Support your learning: Give you access to resources and track your progress (on some qualifications)
- Meet our legal duties: Report to government bodies and regulators when required
- Improve our services: Understand how our systems work and make them better
- Keep records: Maintain accurate records as required by law and regulation

4. Our legal reasons for using your information

We process your information because:

- We have a contract with you: To deliver the qualifications and services you've signed up for
- We have a legal duty: To meet requirements from regulators and government
- We have legitimate business needs: To maintain qualification standards and prevent fraud
- You've given us permission: By enrolling onto a GA qualification or purchasing a GA product or service, you give us permission to process the information we need to deliver the qualification, product or service

5. Who can see your information?

We only share your information with people who need it:

Inside Gatehouse Awards:

- Staff who manage qualifications, exams, and student records

- Our quality assurance team who check standards
- Our IT and security teams who keep our systems safe

Outside Gatehouse Awards

- Your training provider ('centre'): They will collect your details to enrol you onto your programme of learning and can see your registration with Gatehouse Awards, track your progress and view the official results for the courses/qualifications you're taking with them
- Exam technology providers: Companies that help us deliver online exams (they follow strict rules about protecting your data)
- Regulators: Government bodies that oversee qualifications (like Ofqual)
- External quality reviewers: Independent experts who check our standards and who might take part in investigations or reviewing appeals or complaints
- Law enforcement: If required by law

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

6. Keeping your information safe

We protect your information by:

- Using secure computer systems
- Limiting who can access your data
- Training our staff on data protection
- Regularly checking our security measures
- Requiring our partners to protect your data too

7. How long do we keep your information?

We keep your information for as long as needed:

- 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

8. Your rights

You have important rights over your information:

You can ask us to:

- Show you what information we have about you (free of charge)

- Fix any mistakes in your information
- Delete your information (in some situations)
- Stop using your information (in some situations)
- Give you a copy of your information in a computer file

You can also:

- Stop receiving emails by contacting us
- Complain if you think we've done something wrong with your information

To use these rights, email us at: compliance@gatehouseawards.org

We'll respond within one month and won't charge you unless your request is unreasonable.

9. Computer decisions about you

Sometimes our computer systems automatically make decisions, such as:

- Flagging unusual activity during online exams
- Suggesting learning resources based on your progress
- Detecting potential technical problems

If a computer decision significantly affects you, you can ask for a human to review it.

10. Sending information outside the UK

Sometimes we work with companies in other countries to provide our services. When this happens, we make sure your information is properly protected through legal agreements and security measures.

11. Changes to this notice

We may update this privacy notice from time to time. You can always check on the Gatehouse Awards website for the latest version of this document.

12. Questions or complaints

Contact us first: compliance@gatehouseawards.org

If you're still not happy, you can complain to: The Information Commissioner's Office (ICO), the UK's data protection regulator.

- Website: ico.org.uk
- Phone: 0303 123 1113