

Data Protection Policy

1. Purpose

This policy explains how Learn with Confidence (LwC) collects, uses, stores, and protects personal information.

LwC is committed to complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 to protect the rights and privacy of students, parents, staff, and partners.

2. Who This Policy Applies To

This policy applies to:

- All LwC staff, contractors, and volunteers
- Students and their families
- Exam candidates and external assessment contacts
- Visitors and partner organisations

3. What Is Personal Data?

Personal data is information that can identify an individual, such as:

- Name, address, contact details, date of birth
- Academic progress, attendance, and assessment data
- Employment and payroll information

Some data is considered special category and must be handled with extra care:

- Health or medical information
- Racial or ethnic background
- Religious beliefs
- Gender identity or sexual orientation

4. Our Data Protection Principles

LwC will always:

1. Process data fairly, lawfully, and transparently.
2. Collect data only for clear and legitimate purposes.
3. Keep data relevant and limited to what is necessary.
4. Keep data accurate and up to date.
5. Store data securely.
6. Keep data only for as long as necessary.
7. Respect and uphold individual rights under data protection law.

5. Why We Collect and Use Personal Data

We collect and process data to:

- Support student learning and wellbeing
- Manage staffing, HR, and payroll
- Meet safeguarding and legal responsibilities

Learn with Confidence
5 King Court, Harwood Road, Horsham, RH13 5UR
Email: kate.perry@learnwithconfidence.co.uk
Tel: 01403 586029
Learnwithconfidence.co.uk

- Communicate with parents, carers, and professionals
- Administer examinations and assessments
- Monitor progress and achievement
- Fulfil reporting obligations to awarding organisations and regulators

6. Legal Basis for Processing

We process personal data under the following lawful bases:

- Legal obligation – to comply with safeguarding, education, and exam regulations.
- Legitimate interest – to provide high-quality education and support services.
- Public task – for activities in the public interest (e.g. education, exam administration).
- Consent – where the individual or parent/carer agrees to specific data use (e.g. photos or promotional material).

Consent can be withdrawn at any time by contacting the Director.

7. Data We Hold for Exams

LwC acts as a registered exam centre and processes data on behalf of awarding organisations such as JCQ, AQA, Pearson, and others.

The following information is collected, stored, and shared securely for exam administration:

7.1 Exam Candidate Data

- Full name, date of birth, and contact details
- Candidate number and UCI (Unique Candidate Identifier)
- Access arrangement details (e.g. reader, scribe, extra time)
- Exam entries and subject codes
- Assessment results, marks, and grades
- Certificates and verification information

7.2 Special Category Data

Where a student requires exam access arrangements or special consideration, supporting information (e.g. medical evidence, EHCP details, or professional reports) may be collected.

This data is shared only with the relevant awarding body and kept strictly confidential.

7.3 Data Retention for Exams

- Exam entry data and communications: kept for 12 months after the exam series.
- Access arrangements and supporting evidence: kept for 26 months after the end of the exam series, as required by JCQ General Regulations.
- Results and certificates: kept for 6 months, after which unclaimed certificates are securely destroyed.
- Any appeals or malpractice records: retained in line with JCQ regulations.

7.4 Data Sharing for Exams

We share exam-related data only with:

- JCQ and relevant awarding organisations

Learn with Confidence
5 King Court, Harwood Road, Horsham, RH13 5UR
Email: kat.perry@learnwithconfidence.co.uk
Tel: 01403 586029
Learnwithconfidence.co.uk

- The Department for Education (DfE), Ofqual, or local authority (if required by law)
 - Parents/carers (where appropriate)
- All data is transmitted through secure platforms in compliance with JCQ and GDPR requirements.

8. Data Security

We protect all personal data by:

- Using password-protected and encrypted systems
- Storing physical records in locked cabinets with restricted access
- Controlling user access based on role
- Using secure email and document transfer systems
- Providing annual data protection training to all staff

9. Data Breaches

If personal data is lost, stolen, or accessed without authorisation:

1. The Director will immediately investigate.
2. Serious breaches will be reported to the Information Commissioner's Office (ICO) within 72 hours, where legally required.
3. Affected individuals will be informed and supported appropriately.

10. Data Retention

We keep data only for as long as needed:

- Student records: up to 12 months after leaving LwC.
 - Safeguarding records: up to 25 years from the date of birth (as per statutory guidance).
 - Staff data: retained in line with employment law.
 - Exam and assessment data: as per JCQ retention schedule (see section 7).
- After this, data is securely deleted or shredded.

11. Your Rights

Under data protection law, everyone has the right to:

- Access the personal data we hold about them
 - Request correction of inaccurate information
 - Request deletion of data (where legally possible)
 - Withdraw consent for optional uses of their data
 - Object to data processing in certain circumstances
- To exercise these rights, contact the Data Protection Lead.
We will respond within one month of receipt.

12. Data Sharing

We may share data when it is:

- Required by law or regulation (e.g. safeguarding, exams, or inspections)
 - Necessary for the performance of our services
 - Covered by consent from the data subject
- We never sell or trade personal information.

Learn with Confidence
5 King Court, Harwood Road, Horsham, RH13 5UR
Email: kat.perry@learnwithconfidence.co.uk
Tel: 01403 586029
Learnwithconfidence.co.uk

13. Staff Responsibilities

All staff and contractors must:

- Read and follow this policy
- Keep all personal data secure
- Report any data breach or concern immediately
- Complete annual training on data protection and confidentiality

14. Oversight and Review

- The Director (Kat Perry) is the Data Protection Lead responsible for ensuring compliance with this policy.
- This policy is reviewed annually or sooner if legislation changes.

15. Contact Details

Data Protection Lead:

Kat Perry, Director – Learn with Confidence

 kat.perry@learnwithconfidence.co.uk

 01403 586029 / 07508 188005

For independent advice:

Information Commissioner's Office (ICO)

 0303 123 1113

 www.ico.org.uk

Version Control			
Version No.	Date	Author	Notes
1.0	September 2023	K Perry	Initial Draft
1.1	01 Sept 2024	KP	
1.2	September 2 2025	KP	