

Data Protection Policy

Policy Purpose

At Elevate EPA Ltd (Elevate), we are fully committed to adhering to the General Data Protection Regulation (GDPR). We recognise the importance of safeguarding personal data and ensuring its lawful and ethical processing. Our Data Protection Policy outlines our strict adherence to GDPR principles. We continuously strive to maintain the highest standards of data protection, ensuring that all personal data entrusted to us is handled with the utmost care and in compliance with applicable data protection laws and regulations.

This document sets out the Elevate duties in relation to Data Protection as it carries out its duties to deliver a complete end point assessment (EPA) service.

Elevate is registered with the Information Commissioner's Office, registration number: ZB580121

Responsibilities

The Responsible Officer for this policy is the Managing Director, Melanie Feek and they have responsibility for implementing and carrying out the requirements of this policy.

Learner (Apprentice) Data

Elevate collects, stores and processes personal data about learners for the purpose of administering and managing apprenticeship end-point assessment (EPA). Elevate will continue to hold data electronically for a period of 6 years after a learner has completed EPA, in line with ESFA guidelines.

Our lawful basis for processing this information is a legitimate interest for the purpose of administering and managing apprenticeship end-point assessment. Any paper copies will be electronically scanned before being securely destroyed within one month of receipt.

This data may include the following special category data:

- Ethnic origin
- Data concerning health, where a learner or Centre (where applicable) chooses to declare a learning difficulty, disability or health problem in relation to a reasonable adjustment request.

Elevate may also request additional data as necessary to enable it to carry out EPA activity and record results in line with ESFA requirements.

The information detailed above may be disclosed to the Office of Qualifications and Examination Regulations (Ofqual), Education & Skills Funding Agency (ESFA), Institute for Apprenticeships and Technical Education (IfATE) and other relevant organisations where necessary for the fulfilment of obligations.

Elevate will collect and store the following information as standard to carry out end point assessment:

<p>Centre details (if applicable):</p> <ul style="list-style-type: none"> • Training provider name • Assessor/tutor name • Assessor/tutor email • Assessor/tutor phone 	<p>Employer details:</p> <ul style="list-style-type: none"> • Employer name • Employer address • Line manager name • Line manager job title • Line manager email • Line manager phone
<p>Learner details:</p> <ul style="list-style-type: none"> • Forename • Surname • Date of birth • Gender • Email • Phone • ULN (unique learner number from ESFA) • Disability • Reasonable adjustment request • Apprenticeship Standard • Start date • Gateway date • Expected end date • Funding type 	<p>EPA activity details:</p> <ul style="list-style-type: none"> • Scheduled dates • Storing of information/assessment materials submitted • Recording of results • Any IV/EV activity

Learner Assessment Materials

Learners' assessment work, projects and other assessment materials, which have been submitted to Elevate, will be kept electronically after a learner has finished EPA for a period of 6 years, in line with ESFA guidelines.

Any paper materials, such as attendance registers, will be electronically scanned before being securely destroyed within one month of receipt.

Centre Information (if applicable – Please note this is not applicable for the APA Standard)

Centre information (including Centre and employer information), such as signed contracts, will be kept as electronic copies for the period that a Centre is approved, and then archived and stored for a further six years. Paper copies will be electronically scanned before being securely destroyed within one month of receipt. Our lawful basis for processing this information is a legitimate interest for the purpose of administrating and managing apprenticeship end-point assessment.

This information may be disclosed to the Office of Qualifications and Examination Regulations (Ofqual), Education & Skills Funding Agency (ESFA), Institute for Apprenticeships and Technical Education (IfATE) and other relevant organisations where necessary for the fulfilment of obligations.

Employees and Contractors

For employee applications (including contractors, assessors, IQA staff, and external quality assurers), information is collected and used by Elevate to create a computer record of the application and to enable the application to be processed and the role to be performed. The information is kept securely and will be kept no longer than necessary.

Marketing Data

Personal data including names, email addresses, employer and telephone numbers are held by Elevate for marketing purposes, including for electronic newsletters and sharing information related to our services.

Our lawful basis for processing this information is consent.

All marketing contacts are asked to opt-in and may withdraw their consent at any time. Elevate will keep records of when and how we received consent.

Data Security

Elevate data is held securely electronically, and access is only given to those Elevate staff with a business need to use the data to fulfil their role. When data is no longer required and there is no legal or regulatory requirement for it to be kept, it will be securely deleted or destroyed, as appropriate.

External Systems

In the course of business, Elevate uses systems provided by external organisations. A summary of relevant data security and privacy policies can be found at the locations below:

Organisation	Purpose	Relevant Document	Location of document
ACE360	Apprenticeship and EPA management software, including storing assessment materials submitted.	Terms of Use	chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://ace360.org/wp-content/uploads/2023/05/ACE360-Terms-and-Conditions-March-2023.pdf
		Privacy Policy	https://ace360.org/privacy-policy
Microsoft	Use of Microsoft systems including Outlook, Teams and Office 365. Teams may be used for recording	Privacy	https://privacy.microsoft.com/en-GB/

Organisation	Purpose	Relevant Document	Location of document
	assessments (i.e. Professional Conversation) and invigilation.	Where your data is located	https://www.microsoft.com/en-gb/trust-center/privacy/data-location
Zoom	May be used for recording assessments i.e. Professional Conversation and invigilation.	Privacy Statement	https://explore.zoom.us/en/privacy/

Confidentiality

Elevate employees and contractors must maintain confidentiality at all times, and this forms part of their contract of employment or contractor agreement (as relevant). A breach of confidentiality is considered to be gross misconduct.

Employees and contractors working for Elevate may have access to confidential information. This type of information should not be disclosed to any person outside of the normal working environment, particularly non-employees. If there is a need to disclose/share confidential information in pursuit of working duties, permission will be granted to do this by the Responsible Officer, and this will be done within legal and regulatory requirements.

Withdrawal of Consent

Where consent to hold someone's personal data for marketing purposes is withdrawn, the Responsible Officer is responsible for ensuring that all personal data held for that person is deleted from all Elevate systems after it has been saved on ACE360. This will be completed within 15 working days of receipt of the request.

Accuracy of Data – Right to Rectification

Elevate EPA takes all reasonable steps to ensure the accuracy of personal information held. Where this is not the case, requests to update personal data must be made in writing to info@elavate-epa.co.uk which will acknowledge receipt of the request within five working days and aim to confirm that the data is accurate and to rectify the data if necessary, within 28 days.

Request to Access Personal Data held by Elevate EPA

Requests to access personal data held by Elevate must be made in writing to info@elevate-epa.co.uk which will acknowledge receipt of the request within five working days and aims to complete the request within 28 days.

Maintaining Confidentiality

Where confidentiality in the contents of assessment materials or information about the assessment is required to ensure that a qualification reflects an accurate measure of attainment, Elevate will:

- a) Take all reasonable steps to ensure that such confidentiality is maintained.
- b) Not provide or endorse communications to employers/providers or apprentices that give any insight, advantage or disadvantage in relation to qualifications.
- c) Not release any confidential materials related to the content of qualifications and assessments, including Professional Conversation (PC) question banks, other than those approved for release as preparation materials and guides.
- d) Ensure that all preparation materials and guides are reasonably available to all and learners equally.
- e) Take all reasonable steps to ensure that any person connected or previously connected to it also follows this policy.

Elevate will take all reasonable steps to ensure that no person connected to it, or previously connected to it, offers to disclose information about any assessment or the content of any assessment materials where that information is (or is said or implied to be) confidential.

Where any breach of such confidentiality (including through the loss or theft of confidential assessment materials) is either suspected by Elevate or alleged by any other person and where there are reasonable grounds for that suspicion or allegation, Elevate will:

- a) Investigate that breach.
- b) Ensure that such an investigation is carried out rigorously, effectively, and by persons of appropriate competence who have no personal interest in its outcome.
- c) So far as possible, establish whether a breach of such confidentiality has occurred.
- d) Take appropriate measures based on the outcome of the investigation, which will include notifying the ICO of any reportable breaches.

Making a Complaint

If you believe that Elevate has not complied with your data protection rights, please follow our Complaints and Appeals Policy.

You also have the right to make a complaint to the Information Commissioner's Office (ICO) at <https://ico.org.uk/global/contact-us/>

Start a live chat <https://ico.org.uk/global/contact-us/contact-us-public/public-advice/>

Telephone: 0303 123 1113

This policy was last updated September 2023. It will be reviewed annually and as legislation requires.