



Data Protection Policy

The purpose of this policy is to outline our policy and intentions in relation to data handling and Data Protection and that we intend to comply with regulations such as the Data Protection Act and GDPR.

A2A Training Limited are registered with the Information Commissioners Office

Responsibilities:

The Director will oversee responsibility for this policy, sharing with staff and making this available on our website, our policies also form part of staff training. It is the responsibility of staff to follow our policies, procedures, and professional working methods, in line with GDPR and DPA regulations. We will ensure all our assessors and IQA staff undertake some form of GDPR/DPA training and retain evidence of this on file.

Learner Data and Information

We collect and store personal data about learners for the purpose of administration for learning courses or end point assessment. We will hold information for this purpose and for training and quality purposes for a period of 6 years after a learner has completed in line with ESFA guidance. We will only keep information for legitimate purposes. We may also collect data for statistical purposes such as age, gender, ethnic origin, disabilities, or reasonable adjustments/special considerations.

We may need to keep information about training providers, their contact details, and details of their training staff. We may need to keep details of employers, such as their name, address, and telephone numbers of staff to contact. We will keep course

related information, such as unique learner reference numbers, results and outcomes of tests, feedback and scheduling of dates, and also assessment materials, such as work based evidence, observation and assessment notes and other evidence supporting assessment decisions. We will retain information required for Gateway for EPA, funding information, start and end date of apprenticeship, standard, expected end date and the IQA/IV and related activity.

Staff data and centre information and contracts

Staff data is retained within our personnel files and made available for internal and external audit as required, all information stored is retained on password protected systems and not shared externally without permission.

Similarly, centre information and contracts are stored securely and on password protected systems.

All information is destroyed within guidance of DPA and GDPR. We scan and upload paper-based resources and forms of documentation, suitably and securely destroying when completed.

Information is not kept longer than necessary.

Systems we use to store information.

We use ACE360, ClassMarker, Microsoft, Zoom, Teams, VQ Manager and Highfield Vault. We may use these systems to securely store information, we may store information retained on personal equipment for a short period of time before uploading and deleting as appropriate and in line with reasonable business use. We scan and upload paper-based resources and forms of evidence, suitably and securely destroying when completed. Information is not kept longer than necessary. We ask learners to take responsibility for any data, information or evidence uploaded to our systems and make information anonymous if needed and it the responsibility of the learner or centre when uploading evidence to ensure confidential material is removed as required and to comply with the laws relating to DPA and GDPR.

Marketing and sales information and data

We may keep names and contact details for marketing purposes in a legal and legitimate manner. We will ask persons to opt in as required.

Confidentiality and accuracy

All our associates and employees agree to always maintain confidentiality whenever possible, and this is agreed as part of their induction and terms of employment or contract. Any breach of this will be seen as gross misconduct. Where there is a need to disclose information, this must only be done with written agreement of the director and/or in line with the conditions of recognition for regulatory organisations we work with, such as Ofqual. We aim to ensure all data is accurate and complete whenever possible and aim to maintain high standards of administration and working ethics.

We take all reasonable steps to ensure confidentiality is maintained. We will investigate any breach and take reasonable steps to resolve any issues in line with our complaints, and malpractice policies.

Withdraw of consent

Please contact us if you wish to withdraw consent. Email info@a2atraining.co.uk

Review of this policy

Our policies are reviewed annually and/or as required in line with any feedback or changes in processes or legality.