



**Heathfield**

Community College and Sixth Form

# **DATA PROTECTION POLICY (Exams)**

**2024/25**

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
<i>Thomas E. Howe</i>	
Date of next review	1/11/25

## Key staff involved in the policy

Role	Name(s)
Head of centre	Caroline Barlow
Exams officer	Hannah Russell
Senior leader(s)	Tom Flower
IT manager	Lee Geering
Data manager	Emma Collis

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## Purpose of the policy

This policy details how Heathfield Community College in relation to exams management and administration, ensures compliance with the regulations as set out by the Data Protection Act 2018 (DPA 2018) and UK General Data Protection Regulation (GDPR).

The delivery of examinations and assessments involve centres and awarding bodies processing a significant amount of personal data (i.e. information from which a living individual might be identified). It is important that both centres and awarding bodies comply with the requirements of the UK General Data Protection Regulation and the Data Protection Act 2018 or law relating to personal data in any jurisdiction in which the awarding body or centre are operating.

In JCQ's [General Regulations for Approved Centres](#) (section 6.1) reference is made to 'data protection legislation'. This is intended to refer to UK GDPR, the Data Protection Act 2018 and any statutory codes of practice issued by the Information Commissioner in relation to such legislation.

It is the responsibility of the centre to inform candidates of the processing that the centre undertakes. For example, that the centre will provide relevant personal data including name, date of birth, gender to the awarding bodies for the purpose of examining and awarding qualifications.

All exams office staff responsible for collecting and sharing candidates' data are required to follow strict rules called 'data protection principles' ensuring the information is:

- used fairly and lawfully
- used for limited, specifically stated purposes
- used in a way that is adequate, relevant and not excessive
- accurate
- kept for no longer than is absolutely necessary
- handled according to people's data protection rights
- kept safe and secure

To ensure that the centre meets the requirements of the DPA 2018 and UK GDPR, all candidates' exam information – even that which is not classified as personal or sensitive – is covered under this policy.

## Section 1 – Exams-related information

There is a requirement for the exams office(r) to hold exams-related information on candidates taking external examinations. For further details on the type of information held please refer to Section 5 below.

Candidates' exams-related data may be shared with the following organisations:

- Awarding bodies
- Joint Council for Qualifications (JCQ)
- Department for Education;
- Local Authority This data may be shared via one or more of the following methods:
  - hard copy
  - email
  - secure extranet site(s)
  - AQA Centre Services
  - OCR Interchange
  - Pearson Edexcel Online
  - WJEC [Portal](#)
  - Arbor
- sending/receiving information via electronic data interchange to/from awarding body processing systems; etc.]

This data may relate to exam entries, access arrangements, the conduct of exams and non-examination assessments [including controlled assessments and coursework](#), special consideration requests and exam results/post-results/certificate information.

## Section 2 – Informing candidates of the information held

Heathfield Community College ensures that candidates are fully aware of the information and data held.

All candidates are:

- informed via electronic communication
- given access to this policy via link on centre website

Candidates are made aware of the above when entries are submitted for an exam series

Materials which are submitted by candidates for assessment may include any form of written work, audio and visual materials, computer programmes and data ("Student Materials"). Candidates will be directed to the relevant awarding body's privacy notice if they require further information about how their Student Materials may be used by the awarding body.

Candidates eligible for access arrangements/reasonable adjustments which require awarding body approval using *Access arrangements online* are also required to provide their consent by signing the GDPR compliant JCQ candidate personal data consent form before approval applications can be processed online.

## Section 3 – Hardware and software

The table below confirms how IT hardware, software and access to online systems is protected in line with DPA & GDPR requirements.

Hardware	Date of purchase and protection measures	Warranty expiry
Desktop Laptop Server	Rolling program of device replacement to comply with hardware requirements for Microsoft security updates.  Antivirus with real-time protection. Automated monitoring and installation of updates.	N/A

Software/online system	Protection measure(s)
MIS, Awarding bodies secure extranet sites, Intranet, google drive	Please refer to Data Protection Policy and Online Safety Policy for details of safe data handling and use of systems. Procedures and systems are assessed against NCSC guidelines; these are implemented where practicable.

## Section 4 – Dealing with data breaches

Although data is handled in line with DPA/GDPR regulations, a data breach may occur for any of the following reasons:

- loss or theft of data or equipment on which data is stored
- inappropriate access controls allowing unauthorised use
- equipment failure
- human error

- unforeseen circumstances such as a fire or flood
- hacking attack
- 'blagging' offences where information is obtained by deceiving the organisation who holds it
- cyber-attacks involving ransomware infections

If a data protection breach is identified, the following steps will be taken:

### **1. Containment and recovery**

Owen Perkins will lead on investigating the breach.

It will be established:

- who needs to be made aware of the breach and inform them of what they are expected to do to assist in the containment exercise. This may include isolating or closing a compromised section of the network, finding a lost piece of equipment and/or changing the access codes
- whether there is anything that can be done to recover any losses and limit the damage the breach can cause. As well as the physical recovery of equipment, this could involve the use of back-up hardware to restore lost or damaged data or ensuring that staff recognise when someone tries to use stolen data to access accounts
- which authorities, if relevant, need to be informed

### **2. Assessment of ongoing risk**

The following points will be considered in assessing the ongoing risk of the data breach:

- what type of data is involved?
- how sensitive is it?
- if data has been lost or stolen, are there any protections in place such as encryption?
- what has happened to the data? If data has been stolen, it could be used for purposes which are harmful to the individuals to whom the data relates; if it has been damaged, this poses a different type and level of risk
- regardless of what has happened to the data, what could the data tell a third party about the individual?
- how many individuals' personal data are affected by the breach?
- who are the individuals whose data has been breached?
- what harm can come to those individuals?
- are there wider consequences to consider such as a loss of public confidence in an important service we provide?

### **3. Notification of breach**

Notification will take place to enable individuals who may have been affected to take steps to protect themselves or to allow the appropriate regulatory bodies to perform their functions, provide advice and deal with complaints.

### **4. Evaluation and response**

Once a data breach has been resolved, a full investigation of the incident will take place. This will include:

- reviewing what data is held and where and how it is stored
- identifying where risks and weak points in security measures lie (for example, use of portable storage devices or access to public networks)
- reviewing methods of data sharing and transmission
- increasing staff awareness of data security and filling gaps through training or tailored advice
- reviewing contingency plans

## **Section 5 – Candidate information, audit and protection measures**

For the purposes of this policy, all candidates' exam-related information – even that not considered personal or sensitive under the DPA/GDPR – will be handled in line with DPA/GDPR guidelines.

An information audit is conducted Annually

The table below details the type of candidate exams-related information held, and how it is managed, stored and protected

Protection measures may include:

- password protected area on the centre's intranet
- secure drive accessible only to selected staff
- information held in secure area
- updates undertaken as and when seen necessary by Network Services (this may include updating antivirus software, firewalls, internet browsers etc.)

## **Section 6 – Data retention periods**

Details of retention periods, the actions taken at the end of the retention period and method of disposal are contained in the centre's Exams Archiving Policy which is available/accessible from Hannah Russell or from I:\Exams\POLICIES\2425 Policies

## **Section 7 – Access to information**

(With reference to ICO information <https://ico.org.uk/your-data-matters/schools/exam-results/>)

The GDPR gives individuals the right to see information held about them. This means individuals can request information about them and their exam performance, including:

- their mark
- comments written by the examiner
- minutes of any examination appeals panels

This does not however give individuals the right to copies of their answers to exam questions.

### **Requesting exam information**

Requests for exam information can be made to Hannah Russell in writing/email and Full name and DOB provided if a former candidate is unknown to current staff

The GDPR does not specify an age when a child can request their exam results or request that they aren't published. When a child makes a request, those responsible for responding should take into account whether:

- the child wants their parent (or someone with parental responsibility for them) to be involved; and
- the child properly understands what is involved.

The ability of young people to understand and exercise their rights is likely to develop or become more sophisticated as they get older. As a general guide, a child of 12 or older is expected to be mature enough to understand the request they are making. A child may, of course, be mature enough at an earlier age or may lack sufficient maturity until a later age, and so requests should be considered on a case by case basis.

A decision will be made by Owen Perkins and Hannah Russell as to whether the student is mature enough to understand the request they are making, with requests considered on a case by case basis.

### **Responding to requests**

If a request is made for exam information before exam results have been published, a request will be responded to:

- within five months of the date of the request, or
- within 40 days from when the results are published (whichever is earlier).

If a request is made once exam results have been published, the individual will receive a response within one month of their request.

### **Third party access**



Permission should be obtained before requesting personal information on another individual from a third-party organisation.

Candidates' personal data will not be shared with a third party unless a request is accompanied with written permission from the candidate and appropriate evidence (where relevant), to verify the ID of both parties, provided

In the case of looked-after children or those in care, agreements may already be in place for information to be shared with the relevant authorities (for example, the Local Authority). The centre's Data Protection Officer will confirm the status of these agreements and approve/reject any requests.

### **Sharing information with parents**

The centre will take into account any other legislation and guidance regarding sharing information with parents (including non-resident parents and a local authority (the 'corporate parent'), as example guidance from the Department for Education (DfE) regarding parental responsibility and school reports on pupil performance:

- Understanding and dealing with issues relating to parental responsibility  
[www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility](http://www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility)  
(Updated 24 August 2023 to include guidance on the role of the 'corporate parent', releasing GCSE results to a parent and notifying separated parents about a child moving school)
- School reports on pupil performance

[www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers](http://www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers)

### **Publishing exam results**

When considering publishing exam results, Heathfield Community College will make reference to the ICO (Information Commissioner's Office) <https://ico.org.uk/your-data-matters/schools/exam-results/> Can schools give my exam results to the media for publication?

OR

Heathfield Community College will publish exam results to the media or within the centre (e.g. on an honours board) in line with the following principles:

- Refer to guidelines as published by the Joint Council for Qualifications
- Act fairly when publishing results, and where people have concerns about their or their child's information being published, taking those concerns seriously
- Ensure that all candidates and their parents/carers are aware as early as possible whether examinations results will be made public and how this will be done
- Explain how the information will be published. For example, if results will be listed alphabetically, or in grade order

As Heathfield Community College will have a legitimate reason for publishing examination results, consent is not required from students or their parents/carers for publication. However, if a student or their parents/carers have a specific concern about publication of their results, they have the right to object. This objection must be made in writing to Tom Flower- Deputy Headteacher, who will consider the objection before making a decision to publish and reply with a good reason to reject the objection to publish the exam results.

## Section 8 – Table recording candidate exams-related information held

For details of how to request access to information held, refer to section 7 of this policy (**Access to information**)

For further details of how long information is held, refer to section 6 of this policy (**Data retention periods**)

Information type	Information description (where required)	What personal/sensitive data is/may be contained in the information	Where information is stored	How information is protected	Retention period
Access arrangements information		Candidate name Candidate DOB Gender Diagnostic testing outcome(s) Specialist report(s) (may also include candidate address) Evidence of normal way of working	Access Arrangements Online MIS Lockable metal filing cabinet	Secure user name and password  In secure office (SENCo)	
Alternative site arrangements		Candidate name Candidate DOB Candidate Number Medical and other records confirming why arrangement is in place	Access arrangements online Lockable metal filing cabinet Secure Exam drive only accessible to authorised personnel	Secure user accounts  Key for authorised personnel	
Attendance registers copies		Candidate name Candidate number Access arrangements	Lockable metal filing cabinet	Key for authorised personnel	
Candidates' scripts		Candidate name Candidate number	In the secure room until courier collection and in secure user accounts for digital work	Secure user name and password  Keyholders only access to secure room	

Information type	Information description (where required)	What personal/sensitive data is/may be contained in the information	Where information is stored	How information is protected	Retention period
Candidates' work		Candidate name Candidate number	With Curriculum Leaders/class teachers	Dependent on department	
Centre consortium arrangements for centre assessed work		N/A	N/A	N/A	
Certificates		Candidate name Candidate number Qualification grade UCI Number	Lockable metal filing cabinet	Key for authorised personnel	
Certificate destruction information		Candidate Name and Number	Lockable metal filing cabinet Online file	Key for authorised personnel Secure user name and password	
Certificate issue information		Candidate Name Candidate number DOB	Lockable metal filing cabinet Online file	Key for authorised personnel Secure user name and password	
Conflicts of interest records		Staff name and role Details of conflict	Google drive	Secure user name and password  Access only to exam staff	

Information type	Information description (where required)	What personal/sensitive data is/may be contained in the information	Where information is stored	How information is protected	Retention period
Entry information		Candidate name Candidate number	MIS A2C Awarding bodies secure sites	Secure user name and password	
Exam room incident logs		Candidate name Candidate number Access arrangements	Lockable metal filing cabinet	Key for authorised personnel	
Invigilator and facilitator training records		Invigilator name Invigilator signature	Digitally in exams I: drive	Secure user name and password	
Overnight supervision information		Candidate name Candidate number Access arrangements	Lockable metal filing cabinet  AAO	Key for authorised personnel  Secure user name and password	
Post-results services: confirmation of candidate consent information		Student name	Exams Google drive	Secure user name and password	
Post-results services: requests/outcome information		Student name and number Grade information	Exams Google drive	Secure user name and password	
Post-results services: scripts provided by ATS service		Student name and number Grade information	Exams I:drive	Secure user name and password	

Information type	Information description (where required)	What personal/sensitive data is/may be contained in the information	Where information is stored	How information is protected	Retention period
Post-results services: tracking logs		Student name and number Grade information	Exams Google drive	Secure user name and password	
Private candidate information		Student name and number Access arrangements	Exams Google drive MIS A2C Awarding bodies secure sites	Secure user name and password	
Resilience arrangements: Evidence of candidate performance	Mock papers	Candidate name Candidate number	Kept by department according to their procedures	Refer to Curriculum Leaders	
Resolving timetable clashes information		Candidate name Candidate number	Lockable metal filing cabinet MIS	Secure user name and password Key for authorised personnel	
Results information		Candidate name Candidate number Qualification grade UCI Number	MIS Exams I:drive A2C Awarding bodies secure sites	Secure user name and password	
Seating plans		Student name and number Access arrangements	Lockable metal filing cabinet MIS	Secure user name and password Key for authorised personnel	

Information type	Information description (where required)	What personal/sensitive data is/may be contained in the information	Where information is stored	How information is protected	Retention period
Special consideration information		Candidate name Candidate number Personal or medical information	Exams I:drive Awarding bodies secure sites	Secure user name and password	
Suspected malpractice reports/outcomes		Candidate name Candidate number Personal statement Outcome letters	Exams I:drive Awarding bodies secure sites	Secure user name and password	
Transferred candidate arrangements		Candidate name Candidate number Personal or medical information	Exams I:drive Awarding bodies secure sites	Secure user name and password	
Very late arrival reports/outcomes		Candidate name Candidate number Access arrangements If relevant- medical notes or personal info	Exams I:drive Awarding bodies secure sites	Secure user name and password	