

**1<sup>st</sup> for EPA Ltd**  
**Data Protection Policy**

**1. Policy purpose**

This document will set out 1<sup>st</sup> for EPA's duties in relation to Data Protection as it carries out its duties to deliver a complete end point assessment (EPA) service.

1st for EPA is registered with the Information Commissioner's Office, registration number: ZA625579.

**2. Responsibilities**

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

**3. Learner (Apprentice) Data**

1st for EPA collects, stores and processes personal data about learners for the purpose of administrating and managing apprenticeship end point assessment (EPA). 1st for EPA 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 legitimate interest for the purpose of administrating 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 chooses to declare a learning difficulty, disability or health problem in relation to a reasonable adjustment request.

1st for EPA will collect and store the following information in order to carry out end point assessment:

<p>Training Provider details:</p> <ul style="list-style-type: none"> <li>• Training provider name</li> <li>• Assessor/tutor name</li> <li>• Assessor/tutor email</li> <li>• Assessor/tutor telephone</li> </ul>	<p>Employer details:</p> <ul style="list-style-type: none"> <li>• Employer name</li> <li>• Employer address</li> <li>• Line manager name</li> <li>• Line manager job title</li> <li>• Line manager email</li> <li>• Line manager telephone</li> </ul>
<p>Apprentice details:</p> <ul style="list-style-type: none"> <li>• Forename</li> <li>• Surname</li> <li>• Date of birth</li> <li>• Gender</li> </ul>	<p>EPA activity details:</p> <ul style="list-style-type: none"> <li>• Scheduled dates</li> <li>• Storing of information/assessment materials submitted</li> <li>• Recording of results</li> </ul>



<ul style="list-style-type: none"><li>• Email</li><li>• Telephone</li><li>• ULN (unique learner number, from ESFA)</li><li>• Disabilities</li><li>• Reasonable adjustment requests</li><li>• Apprenticeship standard</li><li>• Start date</li><li>• Gateway date</li><li>• Expected end date</li><li>• Funding type</li></ul>	<ul style="list-style-type: none"><li>• Any IV/EV activity</li></ul>
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1<sup>st</sup> for EPA may also request other 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.

#### **4. Learner Assessment Materials**

Learners' assessment work, projects and other assessment materials, which have been submitted to and marked by 1st for EPA, 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.

#### **5. Centre Information**

Centre (including training provider and employer) information, such as signed contracts and invigilator declarations, 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 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.

#### **6. Employees and Contractors**

For employee applications (including contractors, assessors, IQA staff, invigilators and external quality assurers) information is collected and used by 1st for EPA 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.

## 7. Marketing Data

Personal data including names, email addresses, employer and telephone number is held by 1st for EPA 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 positively opt-in and may withdraw their consent at any time without detriment. 1st for EPA will keep records of when and how we received consent.

## 8. Data Security

1st for EPA data is held securely electronically and access is only given to those 1st for EPA employees with a business need to use the data to fulfil their role. When data is no longer required it will be securely deleted or destroyed, as appropriate.

## 9. External Systems

In the course of its business, 1<sup>st</sup> for EPA uses systems provided by external organisations. Their 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	<a href="https://ace360.org/terms-and-conditions/">https://ace360.org/terms-and-conditions/</a>
Microsoft	Use of Microsoft systems including Outlook and Office 365.	Privacy	<a href="https://privacy.microsoft.com/en-GB/">https://privacy.microsoft.com/en-GB/</a>
		Where your data is located	<a href="https://www.microsoft.com/en-gb/trust-center/privacy/data-location">https://www.microsoft.com/en-gb/trust-center/privacy/data-location</a>
ClassMarker	Online software for multiple choice tests.	Privacy Policy	<a href="https://www.classmarker.com/online-testing/privacy/">https://www.classmarker.com/online-testing/privacy/</a>
GoToMeeting (LogMeIn)	Recording assessments and invigilation.	Privacy Policy	<a href="https://www.logmeininc.com/legal/privacy/us">https://www.logmeininc.com/legal/privacy/us</a>
Zoom	Recording assessments and invigilation.	Privacy Statement	<a href="https://zoom.us/privacy">https://zoom.us/privacy</a>



## **10. Confidentiality**

1st for EPA 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 1<sup>st</sup> for EPA and its centres 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 so within legal and regulatory requirements.

## **11. 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 1st for EPA systems. This will be completed within 15 working days of receipt of the request.

## **12. Accuracy of Data – Right to Rectification**

1st for EPA takes all reasonable steps to ensure accuracy of personal information held. Where this is not the case, requests to update personal data must be made in writing to [info@1stforepa.co.uk](mailto:info@1stforepa.co.uk). 1st for EPA will acknowledge receipt of the request within five working days and aims to confirm that the data is accurate and to rectify the data if necessary within 28 days.

## **13. Request to Access Personal Data held by 1st for EPA**

Requests must be made in writing to [info@1stforepa.co.uk](mailto:info@1stforepa.co.uk). 1st for EPA will acknowledge receipt of the request within five working days and aims to complete the request within 28 days.

## **14. Maintaining Confidentiality of Assessment Materials**

Where confidentiality in the contents of assessment materials or information about the assessment is required in order to ensure that a qualification reflects an accurate measure of attainment, 1st for EPA will:

- a) Take all reasonable steps to ensure that such confidentiality is maintained.
- b) Not provide or endorse communications to centres or apprentices that gives any insight, advantage or disadvantage in relation to qualifications.
- c) Not release any confidential materials related to the content of qualifications and assessments, including question banks or test papers, other than those approved for release as preparation materials and guides.



- d) Ensure that all preparation materials and guides is reasonably available to all centres and apprentices equally.
- e) Take all reasonable steps to ensure that any person connected or previously connected to it also follows this policy.

1st for EPA 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 1st for EPA or alleged by any other person and where there are reasonable grounds for that suspicion or allegation, 1st for EPA 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 or not 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.

## **15. Making a complaint**

If you believe that 1<sup>st</sup> for EPA has not complied with your data protection rights, please follow our Complaints Policy, available at [www.1stforepa.co.uk/about-us/epa-policies/](http://www.1stforepa.co.uk/about-us/epa-policies/)

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

Telephone: 0303 123 1113

## **16. Policy Review**

This policy was last updated 28 January 2021. It will be reviewed annually and as legislation requires.