



Data Protection Policy (Exams) 2023/24

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
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Key staff involved in the policy

Role	Name(s)
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Data and Examinations Manager	Emily Bond
Exams Officer	Emma Kerrigan
Senior Leader(s)	Gary Holden (AHT)
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Contents

Key staff involved in the policy	2
Purpose of the policy	4
Section 1 – Exams-related information.....	4
Section 2 – Informing candidates of the information held	5
Section 3 – Hardware and software	5
Section 4 – Dealing with data breaches	6
Section 5 – Candidate information, audit and protection measures	8
Section 6 – Data retention periods	8
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 the Exams Officer.	8
Section 7 – Access to information.....	8
Section 8 – Table recording candidate exams-related information held	12

Purpose of the policy

This policy details how Woodhey High School, in relation to exams management and administration, ensures compliance with the regulations as set out by the Data Protection Act 2018 (DPA 2018) and 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.

Students are given the right to find out what information the centre holds about them, how this is protected, how this can be accessed and how data breaches are dealt with. 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 Officer 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 – *Candidate information, audit and protection measures*.

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

- Awarding bodies
- Joint Council for Qualifications (JCQ)
- Department for Education
- Local Authority
- SET (Shaw Education Trust)
- The Press

This data may be shared via one or more of the following methods:

- hard copy
- email
- secure extranet site(s) – e.g. eAQA; OCR Interchange; Pearson Edexcel Online; WJEC Secure Website; etc.
- Arbor Management Information System (MIS) sending/receiving information via electronic data interchange (EDI) using A2C (<https://www.jcq.org.uk/about-a2c>) to/from awarding body processing systems;

This data may relate to exam entries, access arrangements, ULN numbers, the conduct of exams and non-examination assessments, special consideration requests and exam results/post-results/certificate information.

Section 2 – Informing candidates of the information held

Woodhey High School ensures that candidates are fully aware of the information and data held.

All candidates are:

- informed via a centre newsletter, school assemblies
- given access to this policy via written request

Candidates are made aware of the above at the start of their course of study leading to an externally accredited qualification.

At this point, the centre also brings to the attention of candidates the annually updated JCQ document Information for candidates – Privacy Notice which explains how the JCQ awarding bodies process their personal data in accordance with the DPA 2018 and UK GDPR (or law relating to personal data in any jurisdiction in which the awarding body or centre are operating).

Candidates eligible for access arrangements 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 computer	Antivirus protection is up to date. Updated weekly and scans completed daily. Computer is password protected. The computer is for the sole use of the Exams Officer. Operating systems updated regularly.	N/A

Pen Drives/CD ROM/DVD	Used to send NEA's (non-examination assessments and Controlled Assessments to awarding bodies for marking/moderation). Password protection used when directed by the awarding body.	N/A
	To download exam materials on exam days e.g. Listening exams for use on stand-alone equipment e.g. portable music players. Kept secure in exams safe when not in use.	N/A
	To download word processed scripts to enable printing when necessary. Pen drive cleared once documents are successfully printed.	N/A

Software/online system	Protection measure(s)
Internet	All sites accessed via the internet are subject to up to date firewall and antivirus checks
Arbor	Username and password protected
Intranet	Username and password protected
Awarding Body secure extranet site	Accessed by awarding body specific username and passwords. As centre administrator the Exams Officer approves the creation of new user accounts and access rights
A2C	An electronic data interchange that allows the secure transfer of data between exam centres and awarding bodies
S2S	Username and password
LRS (Learning Record Service)	Username and password
Government Tables Checking Secure Site	Username and password

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

Data Protection Officer 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.

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
- regular updates undertaken (including 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 the Exams Officer.

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 Exams Officer in writing/email. If the current or former candidate is unknown to current staff they must provide ID both before their request is processed and on collection. Suitable ID will be a birth certificate/passport or driving licence plus a document e.g. bank statement, utility bill which confirms their current address.

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 13 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 Head of Centre 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 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

A student's personal entry information, exam timetables and JCQ privacy notice are shared with parents/carers once entries have been made. This is to ensure student's personal data e.g. legal name and date of birth are correct for certification purposes. Also, to ensure parents/carers understand how personal data relating to their child is held and processed.

The candidate is asked to sign any post results request documentation prior to a request being processed. This is to ensure the student has complete understanding of any potential negative consequence of requesting a post results service.

Woodhey High School will take into account any other legislation and guidance regarding sharing information with parents (including non-resident parents), as example guidance from the Department for Education (DfE) regarding parental responsibility and school reports on student 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
- School reports on student performance www.gov.uk/guidance/school-reports-on-student-performance-guide-for-headteachers

Publishing exam results

When considering publishing exam results, Woodhey High School will refer 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?

(Publishing examination results is a common and accepted practice. Many students enjoy seeing their name in print, particularly in the local press and the GDPR does not stop this happening. However, under the GDPR schools have to act fairly when publishing results, and where people have concerns about their or their child's information being published, schools must take those concerns seriously.)

Woodhey High School 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 Woodhey High School 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 Dean Watson 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 (approval/assessment)	<p>This information is held to ensure candidates receive their appropriate approved access arrangements. It has also to be made available for JCQ inspection purposes.</p> <p>The information is shared with electronically with the awarding bodies via secure web-sites.</p>	<p>Candidate name Candidate DOB Gender Data protection notice (candidate signature) Diagnostic testing outcome(s) Specialist report(s) (may also include candidate address) Evidence of normal way of working</p>	<p>Access arrangements online MIS</p> <p>Lockable metal filing cabinet</p>	<p>Secure user name and password Secure user name and password.</p> <p>In secure area solely assigned to SENCo.</p>	
Access arrangements information (implementation)	<p>This information is held to ensure the candidates access arrangements are implemented consistently and correctly.</p> <p>The information is shared with curriculum support staff, invigilators and other relevant school staff.</p>	<p>Candidate name Details of access arrangement (e.g. Scribe, Reader, extra time, anxiety, medical issues etc.)</p>	<p>Exam Office</p> <p>Main Exam Rooms (during exam seasons)</p> <p>School intranet/ Exams Officer's Computer</p>	<p>Secure locked office. Restricted key holders</p> <p>Lockable metal cupboard/filing cabinet.</p> <p>Secure username and password.</p>	<p>The end of the candidate's final exam series and the resolution of any enquiries/appeals.</p> <p>Main exam room copies confidentially destroyed following the completion of the exam series.</p> <p>The end of the candidate's final</p>

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
					exam series and the resolution of any enquiries/appeals.
Access arrangement feedback forms	The feedback forms provide evidence of use and the effectiveness of the candidate's access arrangements. This information is shared with the Head Teacher, Deputy Head Teacher, Asst. Head Teacher, Head of Year and SENCo.	Candidate name Details of access arrangement. Details of how well the candidate used the arrangements and whether there are any concerns.	SENCo office. School intranet	Secure locked office. Restricted key holders Secure username and password.	One year after leaving Woodhey
Alternative site arrangements	To obtain permission to use any other building other than the school's premises for examinations	Candidates address	Exams Office	Secure locked office. Restricted key holders.	Following the resolution of any enquiries/appeals.
Attendance registers copies	Provides a record of candidate attendance and evidence the exam script has been sent to the awarding body.	Candidate's legal name Exam number	Exams Office	Secure locked office. Restricted key holders.	Following the resolution of any enquiries/appeals.
Candidate Card	Used to support the identification of candidates. Also, to minimise errors made by candidates when completing the front cover of their exam paper.	Candidate's Legal Name Exam Number Candidate's photograph Access Arrangements	Exams Office/Exams Cupboard F.B. Hall/FB Hall	Secure locked office/ locked metal cupboard/locked room.	End of Year 11 GCSE exams.
Candidates' scripts	Candidate's completed exam script.	Candidate's legal name Exam Number Candidate's signature Candidate's work	Secure storage until collected by Royal Mail.	Secure locked office/ secure storage.	Normally within 24 hours. Only exception is when the Royal Mail

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
				Restricted key holders.	fails to collect. However, the completed scripts are kept secure until they do.
Candidates' work	Candidate's work must be held until all enquiries about results have been completed.	Candidate's legal name Exam number Candidate's signature	Subject departments Exams safe (moderated work)	Locked cupboards/filing cabinets. Locked safe in secure room. Restricted key holders.	Until awarding body deadline for release to candidates.
Candidates' work for teaching purposes	With candidate's permission work can be obtained and retained for use in class.	Candidate's legal name Exam number Candidate's signature	Subject departments	Exam scripts purchased/obtained via the awarding body's access to scripts system are anonymised.	Until the specification becomes obsolete.
Centre consortium arrangements for centre assessed work	N/A				
Certificates	Legal exams result document	Candidate's legal name Date of Birth Exam Grades	On initial receipt in an exams safe. When ready for distribution to candidates in the admin office.	Secure locked safe situated in a secure locked room. Lockable metal filing cabinet.	Uncollected certificates are kept securely and will be confidentially destructed 5years after a student has left Woodhey or for an external candidate 5 years after issue.
Certificate destruction information	Legal exams result document	Candidate's legal name Date of Birth Exam Grades	If certificates are destroyed the information will be kept in a register	Secure locked office. Restricted key holders.	We can confidentially destroy as long as we keep a record

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
			located in the Exam Office.		for 4 years from the date they were destroyed. (The process has not started)
Certificate issue information	Record kept of collected exam certificates	Candidate's name Signature of person who collected	Admin office	Lockable metal filing cabinet.	Permanent record
Conflicts of Interest records	Record kept of the staff annual staff conflict of interest register.	Children's name Name of school Candidate number Exam entry details	In a folder located in the Exams Office.	Secure locked office. Restricted key holders.	The end of the candidate's final exam series and the resolution of any enquiries/appeals.
Entry information	Details required by the awarding body to enter a candidate for external exams.	Candidate's Legal Name Date of Birth Gender Candidate Number UCI (Unique Candidate Identifier) ULN (Unique Learner Number) Exam subject entry details	In a folder located in the Exams Office	Secure locked office. Restricted key holders.	Following the resolution of any enquiries/appeals.
Exam room incident logs	Evidence for potential malpractice cases or special consideration.	Candidate's Name Details of the incident Witnesses Name(s)	In a folder located in the Secure Storage.	Secure Exams Office. Restricted key holders.	Following the resolution of any enquiries/appeals.
Invigilator and facilitator training records	Invigilator training records which detail the training each invigilator has undertaken and when.	Invigilator names, signatures and records of the results of any on-line training or other test to confirm knowledge and understanding of role.	Exams Office in both hard copy and a password protected area of the school intranet.	Secure Exams Office. Restricted key holders.	For 6 years after the current year
Overnight supervision information	To obtain permission from the JCQ and awarding bodies. Need to be retained for inspection purposes.	Candidate's Name Candidate Number Date of Birth Candidate's Signature Candidate Supervisor's Name	Exams Office	Secure Exams Office. Restricted key holders.	Following the resolution of any enquiries/appeals.

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
		Candidate Supervisor's Signature Reason for timetable variation + supporting documentation including medical.			
Post-results services: confirmation of candidate consent information	Used to gain informed permission to apply for a post results service	Candidate's Name Exam Number Exam Grades/Marks Candidate's signature	Exams Office	Secure locked office. Restricted key holders.	One year.
Post-results services: requests/outcome information	Used to apply for a post results service and when the outcome is received	Candidate's Name Candidate Number Exam Grades/Marks	Exams Office	Secure locked office. Restricted key holders.	One year.
Post-results services: scripts provided by ATS service	Used to apply for a copy of a candidate's exam script. Either to obtain a copy for the candidate or for teaching & learning purposes (prior written permission needed from candidate) in school	Candidate's Name Candidate Number Exam Grades/Marks Exam paper	Exams Office School CLOUD	Secure locked office. Restricted key holders. Secure username and password.	Scripts purchased by candidate immediately sent to them. Scripts obtained for Teaching & Learning purposes until the specification becomes obsolete.
Post-results services: tracking logs	Used as to keep a record of requests made and progress of the outcome	Candidate's Name Candidate Number Exam Grades/Marks	Exams Office	Secure locked office. Restricted key holders	One year
Private candidate information	Details required by the awarding body to enter a candidate for external exams. Also, to ensure the identity of the candidate to negate potential fraud.	Candidate's Legal Name Address Telephone number(s) Email address Date of Birth Gender Copy of Photographic ID (e.g. passport, driving licence) Candidate Number	Exams Office	Secure locked office. Restricted key holders	5 years

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
		UCI (Unique Candidate Identifier) ULN (Unique Learner Number) Exam subject entry details			
Resolving timetable clashes information	Ensure any exam clashes are administered correctly and all parties are kept informed.	Candidate's Name Candidate Number Access Arrangement	Arbor system Exams Office Exam Officer's Computer Exam Day Books	Password protected area Secure locked office. Restricted key holders Dedicated Exams Office Computer Locked metal cupboard/filing cabinet F.B. Hall and Library at the end of exam sessions	One year One year One year End of exam session
Results information	External examination results to be supplied to candidates, authorised third parties and as part of school's data analysis	Candidates Name Candidate Number Gender UCI (Unique Candidate Identifier) ULN (Unique Learner Number) Exam subject entry details	Arbor /SISRA Exam Officer's Office Admin Department	Password protected area. Secure locked office. Restricted key holders Locked metal filing cabinet	6 years 6 years TBD
Seating plans	To ensure candidates know where to sit and also as a mandatory record the details of which can be requested by the awarding body	Candidate's Name Candidate Number	Arbor system Hard copy Exam Officer's Office Exam Officer's Office Computer	Password protected area Secure locked office Dedicated Exams Office Computer	One year. Following the resolution of any enquiries/appeals. One year. N/A not kept

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
			Hard copy exams display boards	Shredded on completion of exam.	
Special consideration information	The information is required to process information with the awarding bodies for disadvantaged candidates	Candidate's Legal Name Candidate Number Candidate's signature Details of disadvantage and evidence Supporting documentation /evidence	Exam Officer's Office	Secure locked office. Restricted key holders.	Maximum of one year after the student has left Woodhey.
Suspected malpractice reports/outcomes	The information is required to provide evidence of suspected malpractice. The outcome of which is held as a record in school and a copy is also supplied to the candidate.	Candidate's Legal Name Candidate Number Candidate's signature Witness(es) name Witness(es) signature Details of incident	Exam Officer's Office	Secure locked office. Restricted key holders.	One year
Transferred candidate arrangements	The information is required by the awarding body and the receiving school to allow a candidate to sit their exam at another centre.	Candidate's Legal Name Candidate Number UCI (Unique Candidate Identifier)/ ULN (Unique Learner Number)/ Exam subject entry details Reason for transfer	Exam Officer's Office	Secure locked office. Restricted key holders.	One year
Very late arrival reports/outcomes	The information is required to ensure the integrity of the exams and must be reported to the awarding body for their consideration. The outcome of which is held as a record in school and a copy is also supplied to the candidate.	Candidate's Legal Name Candidate Number Supervisor's name Supervisor's signature Invigilator's Name Invigilator's signature Detail's of incident	Exam Officer's Office	Secure locked office. Restricted key holders.	Maximum one year.