



Examination: Data Protection Policy

Whole School



#MAKINGADIFFERENCE

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Data Protection Policy (Exams)

2022/23

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Andrew Sargeant	
Date of next review	24/02/2024

Key staff involved in the policy

Role	Name(s)
Head of centre	Shane O'Brien
Exams officer	Marizane West
Senior leader(s)	Andrew Sargeant
IT manager	Jithesh Ramakrishnan
Data manager	Alan Richards

Purpose of the policy

This policy details how Jumeirah English Speaking School (JESS), 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).

At the date of reviewing these regulations, although the UK has left the European Union the General Data Protection Regulation still has a direct effect within the UK (JCQ's [General Regulations for Approved Centres](#) (GR, section 6.1) **Personal data**)

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
- not transferred outside the European Economic Area without adequate protection

To ensure that the centre meets the requirements of the DPA 2018 and 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 4 – 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 of Education; Local Authority (KHDA)

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

- hard copy
- email
- secure extranet site(s) e-AQA; Pearson Edexcel Online; Cambridge Online and CCEA online
- a Management Information System (MIS) provided by iSAMS 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, 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

JESS 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 our centre website

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 GDPR and any statutory codes of practice issued by the Information Commissioner in relation to such legislation or law relating to personal data in any jurisdiction in which the awarding body or centre are operating.

Candidates eligible for access arrangements are also required to provide their consent by signing the GDPR compliant JCQ candidate personal data consent form (Personal data consent, Privacy Notice (AAO) and Data Protection confirmation) before access arrangements approval applications can be processed online.

Section 3 – 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

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

1. Containment and recovery

The 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 4 – 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.

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 every 12 months (this may include updating antivirus software, firewalls, internet browsers etc.)

Section 5 – 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 on SharePoint.

Section 6 – 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 results, 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 the Exams Officer in writing by email with a copy of their passport if ID needs to be confirmed 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.

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 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 results have been announced, 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 7 days of their request.

Third party access

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

Publishing exam results

JESS 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, how to access their results through iSAMS

As JESS will have a legitimate reason for publishing examination results, consent is not required from students or their parents or guardians for publication. However, if a student or their parents or guardians have a specific concern about publication of their results, they have the right to object. This objection must be made in writing to Michael Waller, 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 7 – Table recording candidate exams-related information held

Information type	Information description (where required)	What personal/sensitive data is/may be contained in the information	Where information is stored	Retention period
Access arrangements information		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	Access Arrangements Online MIS Lockable metal filing cabinet	5 years
Alternative site arrangements		Candidate name Candidate number Gender UCI	Exams officer Relevant exam board	Until the conclusion of post results
Attendance registers copies		Candidate name Candidate number	Exams officer	After post results have been concluded
Candidates' scripts		Candidate name Candidate number	Relevant exam board	Until the conclusion of post results
Candidates' work		Candidate name Candidate number	Subject Teachers Exams officer Relevant exam board	Until the conclusion of post results

Information type	Information description (where required)	What personal/sensitive data is/may be contained in the information	Where information is stored	Retention period
Centre consortium arrangements for centre assessed work		Candidate name Candidate number Gender UCI	Subject Teachers Exams officer Relevant exam board	Until the conclusion of post results
Certificates		Candidate name Candidate number Marks acquired from exam board	Exams officer	2 years
Certificate destruction information		Candidate name Candidate number Marks acquired from exam board	Exams officer	Updated yearly
Certificate issue information		Candidate name Candidate number Candidate contact information	Exams officer	Until certificates have been published and sent to students
Conflicts of Interest records		Candidate name Candidate number Conflict of interest member name and position	Exams officer	After post results have been concluded
Entry information		Candidate name Candidate number Gender UCI	Exams officer Exams boards	After post results have been concluded
Exam room incident logs		Candidate name Candidate number	Exams officer Exam boards if requested	After post results have been concluded

Information type	Information description (where required)	What personal/sensitive data is/may be contained in the information	Where information is stored	Retention period
Invigilator and facilitator training records		Invigilator name EID/passport numbers Date of birth Gender Covid vaccination certificate	HR	Until termination of invigilation
Overnight supervision information		Candidate name Candidate number	Exams officer Relevant exam board	Until the conclusion of post results
Post-results services: confirmation of candidate consent information		Candidate name Candidate number	Exams officer	Until the conclusion of post results and new certificate release
Post-results services: requests/outcome information		Candidate name Candidate number Outcome from exam board	Exams officer Relevant exam board	Until the release of the new certificates
Post-results services: scripts provided by ATS service		Candidate name Candidate number Candidates work	Exams officer Teacher (with student approval)	Until the release of new certificates
Post-results services: tracking logs		Candidate name Candidate number Contact email	Exams officer	Until the release of new certificates
Private candidate information		N/A	N/A	N/A
Results information		Candidate name Candidate number	Exams officer	2 years

Information type	Information description (where required)	What personal/sensitive data is/may be contained in the information	Where information is stored	Retention period
		UCI Results		
Seating plans		Candidate last name Candidate number	Exams officer Exam board (on request)	Until the conclusion of post results
Special consideration information		Candidate name Candidate number	Exams officer Exam board	Until the conclusion of post results
Suspected malpractice reports/outcomes		Candidate name Candidate number	Head of Centre Exams officer Relevant exam board	2 years
Transferred candidate arrangements		N/A	N/A	N/A
Very late arrival reports/outcomes		Candidate name Candidate number	Head of Centre Exams officer Relevant exam board	1 year