

General Data Protection Regulation (GDPR) Policies & Procedures (Apprentice/Learner)

Including:

**Data Breach Policy
Record Retention Policy**

Privacy Notice

Quest Training South East Ltd (Quest Training) will be what's known as the 'Controller' of the personal data you provide to us. Quest Training will collect personal data about you which can include special types of information. This may include name, date of birth, address, email, phone number.

Why Quest Training South East Ltd need your data

Quest Training needs to know your personal data in order to provide you with answers to your enquiries, in line with any enquiry, or agreement/contract, that they may have in place with you. We will not collect any data from you that they may not need.

What Quest Training South East Ltd will do you with your data

The information you supply will be used by Skills England and the Department for Education (DfE), to issue you with a unique learner number (ULN), and to create your personal learning record. We may also share your personal data with other third parties in order to comply with any legal obligation, for example e-portfolio and Awarding Organisations. Where your data is shared with third parties, they will seek the minimum amount necessary. Quest Training do not share your data/information with other third parties, unrelated to your qualification.

All the personal data they process is processed by our staff in the UK. For the purposes of IT hosting and maintenance, this information is located on servers.

How long will Quest Training South East Ltd keep your data

Quest Training South East Ltd will keep your personal data for a minimum of 7 years. Your information, which Quest Training use for marketing purposes, will be kept with them until you notify them that you no longer wish to receive this information.

What are your rights?

If at any point you believe the data Quest Training process about you is incorrect, you can request to see this information and have it corrected, or deleted. If you wish to raise a complaint on how Quest Training South East Ltd have handled your personal data, you can contact our Data Protection Officer, to have the matter investigated.

This Policy should not be read in isolation, but is designed to be read in conjunction with Quest Training's Retention Policy & Privacy Policy.

Data Protection Officer Details:

Name - Jaz Bratch

Email - DPO@questfortraining.com (01474 704441)

Data Breach Policy

The General Data Protection Regulation (GDPR) aims to protect the rights of individuals about whom data is obtained, stored and processed and requires that organisations take appropriate security measures against unauthorised access, alteration, disclosure, or destruction of personal data.

What is a Data Breach?

A data breach is a breach of security leading to the accidental, or unlawful destruction, loss, alteration, unauthorised disclosure, or access to, personal data.

Examples of a data breach could include the following:

- Loss or theft of data, or equipment on which data is stored, for example loss of a laptop, or a paper file (this includes accidental loss)
- Inappropriate access controls allowing unauthorised use

What is Quest Training South East Ltd Procedure for a Data Breach Notification?

In the case of a data breach, Quest Training South East Ltd Data Protection Officer (DPO) shall communicate the Breach to Quest Training South East Ltd Management without undue delay. In the event of the breach being reported to Quest Training South East Ltd Management in the first instance, they shall ensure that this is reported to the DPO as soon as possible; ideally within 2 hours.

The DPO shall then communicate this breach without undue delay and, where feasible, not later than 72 hours after having become aware of it, notify the personal data breach to the supervisory authority.

When Does Quest Training South East Ltd need to tell individual data subjects about a breach?

If a breach is likely to result in a high risk to the rights and freedoms of individuals, the GDPR says Quest Training must inform those concerned directly and without undue delay.

A 'high risk' means the threshold for informing individuals is higher than for notifying the ICO.

If the impact of the breach is more severe, the risk is higher; if the likelihood of the consequences is greater, then again, the risk is higher. In such cases, Quest Training

South East Ltd will need to promptly inform those affected, particularly if there is a need to mitigate an immediate risk of damage to them. One of the main reasons for informing individuals is to help them take steps to protect themselves from the effects of a breach.

Quest Training South East Ltd will ensure that we record all breaches, regardless of whether or not these need to be reported to the ICO.

Preventing Future Breaches

Once the data breach has been dealt with, Quest Training will consider its security processes, with the aim of preventing further breaches. In order to do this Quest Training will:

- Establish what security measures were in place when the breach occurred
- Assess whether technical, or organisational, measures can be implemented to prevent the breach happening again
- Consider whether there is adequate staff awareness of security issues
- Consider whether further audits, or data protection steps, need to be taken

Changes to data protection legislation will be monitored and further amendments may be required to this Policy in order to remain compliant with legal obligations.

Increased Penalties for PECR Breaches

As part of ongoing enhancements to data protection and privacy laws, fines for breaches of the Privacy and Electronic Communications Regulations (PECR) have significantly increased. Organisations found in violation can now face penalties of up to £17.5 million, or 4% of global turnover, whichever is higher. This change underscores the importance of compliance with PECR, particularly in relation to areas such as direct marketing, cookie usage, and electronic communications.

Records Retention Policy

1. Introduction

1.1. This Policy deals with the appropriate procedures for the retention and disposal of information by Quest Training, to ensure that we do this consistently, and that we document any actions taken. Unless otherwise specified the Retention and Disposal Policy refers to both physical and electronic records.

1.2. From here on, in this document, references to Quest Training, will be simplified to

‘Quest’.

- 1.3. In scope are all people, information, technologies, resources and facilities that deal with electronic and physical records for which Quest is responsible.
- 1.4. There are specific rules that apply to the retention of documents, with regards to Skills England/DWP/DfE funded and match funded qualifications; documents must be retained for at least for 7 years.

2. Review of Records

- 2.1. Review is the examination of records at the end of their retention period to determine whether they should be permanently destroyed, retained for longer, or transferred to an archive.

3. Records Retention

- 3.1. Records should be retained, only for as long as they are needed, to meet our operational and business needs, and to comply with legal and regulatory requirements. We have assessed our records to determine:
 - their value to Quest
 - their importance as evidence of activities and decisions
 - any regulatory retention requirements, such as current: Data Protection, Freedom of Information and Limitation legislation and regulations

4. Disposal

- 4.1. Records fall into two main categories for disposal:
 - Destroy after an agreed period – where the useful life of a series, or collection, of records can be easily predetermined (for example, destroy after 3 years; destroy 2 years after the end of the financial year).
 - Review – see 2 above.

4.2. Records shall be destroyed as follows:

- Non-sensitive paper information can be disposed of using recycle bins where appropriate
- Confidential information must be disposed of using a cross cut shredder, pulped, burnt, or destroyed, via Quest's contractor

4.3. Destruction of confidential information in electronic form should be carried out in such a way that it cannot be recovered. Advice should be sought from Skynet ICT.

4.4. It is not necessary to document the disposal of records which appear on the Disposal Plan. Records disposed of outside of the Plan, for example by being disposed of earlier, or kept for longer, will need to be recorded for audit purposes.

5. Sharing

5.1. Copies of records should be destroyed when no longer required for the purpose they were copied. Where information has been regularly shared between departments, only the original records should be retained.

5.2. Where Quest shares information with other organisations, we must ensure that they have adequate procedures for records to ensure that the information is managed in accordance with our Policies, as well as current legislative and regulatory requirements.

5.3. Where appropriate we may carry out a data privacy impact assessment.

6. Guidelines for archiving

6.1. The following schedule sets out the periods for which documents should be retained in relation to key business areas, and to meet operational needs. In some cases, retention periods will be determined by statutory requirements, while others will reflect the requirements of Quest.

6.2. The period of retention refers to that period after the current year and applies to both electronic and hard copy documents:

Document		Maintained By	Retention Period	Location of Archive
Apprentice Records				
1.	Course/Subject Details	Contracts Administrator	Life of Course + 5 years	Admin Office
2.	Course/Subject Materials	Contracts Administrator	1 year	Admin Office
3.	Advice and Guidance	Business Development Director	Current + 6 years	Business Development Office & Capsule CRM
4.	Coursework	Curriculum Leads	1 year from completion	LIQA
5.	Safeguarding	Safeguarding Officer	Until the data subject reaches the age of 25	Safeguarding Drive
6.	Apprentice/Learner Details (contact number & email address)	Tutor	6 months after completion	N/A
7.	Apprentice/Learner details/certificates after completion	Administrator	7 years	Admin Office & Drive

Key contact information:

Data Protection Officer – Jaz Bratch

Email – DPO@questfortraining.com Phone Number – 01474 704441

Associated Policies

Privacy Policy

Equality, Diversity and Inclusion Policy

E-Safety Policy

Safeguarding Policy

Acceptable Use of IT Policy

Apprentice/Learner Code of Conduct

This Policy will be reviewed and updated yearly as part of Quest Training's quality assurance cycle.

I confirm that this Policy is authorised and approved by Abbie Fulks – Managing Director.



Signature:

Date: 1/12/25

Implementation date: 5/12/25

Date of next review: December 2026