

Mind Yer Heid

DATA PROTECTION POLICY

The guidelines have been split into sections to allow easy access to important information and procedures:

Section 1 – Roles and definitions under the GDPR

Section 2 – Collecting learner's data

Section 3 – Processing learner's data

Section 4 – Storing learner's data

Section 5 – Securely transferring data

Section 6 – Retention periods for learner's data

Section 7 – Securely disposing of data

Section 8 – Data breaches and notification

Section 1 – Roles and definitions under the GDPR.

What data is covered under this contract?

All learner data collected through the completion of official course paperwork/documentation is included within these guidelines and includes the following processes:

- The collection of learner's personal data through any official documentation such as the Learner Workbook or Learner Registration Form. This includes name, email address and date of birth. Gender and a postcode is only collected if a learner requests entry of their achievement onto their Personal Learning Record
- The collection of learner's special category data when a reasonable adjustment is granted. This is only collected and stored when a reasonable adjustment is granted and only includes any disability, medical condition or learning need.
- The storage of course paperwork/documentation
- Upload and maintenance of electronic records of a learner's achievement on NucoPlus.
- The transfer of course paperwork/documentation

What data is not covered under these guidelines?

The requirements stated within these guidelines are purely in relation to the administration and certification of Nuco Training courses and FAA qualifications and data that is collected during

qualification delivery and on official course paperwork/ documentation. Under the GDPR, Mind Yerr Heid will and must also consider their own:

- Customer & supplier data
- Learner data for any non-regulated qualifications/courses
- Additional learner data collected in relation to qualifications, not required by Nuco Training or Mind Yerr Heid, such as during course enquiries and course booking procedures. This list is not exhaustive, Mind Yerr Heid will conduct their own internal audit of the data they collect and process to ensure compliance with the GDPR. Full guidance on how Mind Yerr Heid can ensure compliancy with the GDPR can be found on the Information Commissioner's Office website – www.ico.org.uk

Personal Data and Special Category Data

The GDPR state that there are two types of data that Mind Yerr Heid collect, store and process:

- Personal Data Includes name, email address and date of birth; gender and postcode may be collected if required for entry onto a learner's Personal Learning Record.
- Special Category Data. Special category data is only collected when the learner is applying for a reasonable adjustment and is data relating to the learner's health including any disabilities, medical conditions or learning needs they may have. Please note that within these guidelines the word 'data' refers to both personal data and special category data.

Section 2 - Collecting learner's data.

How do we collect a learner's data? A learner's data will only be collected on official course paperwork/documentation. Course paperwork/documentation has been designed to only request the minimum required data to allow Nuco Training and Trainer/Assessors to administrate and award a learner's achievement. Special category data must only be recorded during the application for a reasonable adjustment and is required for no other purpose.

Can we collect any additional data? Should Mind Yerr Heid require additional data for any other purpose, they will conduct their own GDPR audit and ensure compliance before doing so. Nuco Training's GDPR audit does not account for any additional data collected by Mind Yerr Heid.

Section 3 - Processing learner's data. Mind Yerr Heid will process learner data as part of the administration of the qualification/course that learner has chosen to undertake. Mind Yerr Heid are only permitted to process learner data for the purpose of entering it onto NucoPlus for certification and record keeping purposes. Mind Yerr Heid are permitted to electronically store a record of learner's achievements on their own database but only data that is collected from official course paperwork/documentation and only for the purpose of record keeping. No additional processing of learner data is permitted unless covered by Mind Yerr Heid's own GDPR audit.

Section 4 - Storing learner's data. What data do I need to keep? All data is generated through the completion of official course paperwork/documentation. Full course paperwork packs will be retained for three years and six months from the final date of the course to provide evidence of a learner's achievement.

How do I securely hold course paperwork/documentation? Course paperwork/documentation is stored in an electronic document PDF.

Face to Face Courses Data Handling is

- Securely transported from the course venue to their premises by an authorised person, such as the Trainer/Assessor.
- Not left unattended
- Securely protected
- Promptly transferred to a secure storage area with access only by authorised persons
- Securely disposed of, as stated below, should it be electronically scanned

Electronic format

When data is stored in electronic format, appropriate security measures are taken to protect learner's data. Mind Yer Heid will ensure that electronic records and documents are stored on a computer/server/cloud system that is protected by suitable security software and that physical computers are in secure locations with access only available to authorised persons. The security software will be maintained, and important security updates quickly installed. Appropriate measures are in place to cover staff working from home or accessing systems, containing learner data, from remote locations. All systems are protected and only accessed through a secure log in system with users having unique username and passwords.

Loss of data

Mind Yer Heid will take all possible actions to prevent the accidental or deliberate loss of data. Course paperwork/documentation in electronic format will be appropriately backed up either internally or remotely through the internet.

Section 5 - Securely transferring data? Course paperwork/documentation may need to be in electronic format. Audit requests from Nuco Training may require Mind Yer Heid to transfer copies of paperwork/documentation will be done electronically.

Electronic format

When transferring course paperwork/documentation and data through electronic formats, Mind Yer Heid have the following option available:

- Transfer through NucoPlus. NucoPlus is located on a secure server with security being maintained by an international provider. Mind Yer Heid securely uploads documents directly to Nuco Training through the upload facility, located within NucoPlus. Access to NucoPlus is gained through a secure log in.

Section 6 - Retention periods for learner's data Course paperwork/documentation including assessment papers, are kept by Mind Yer Heid for three years and six months from the final date of the course. Records are maintained to allow any complaints/appeals/confirmation of achievement requests to be dealt with, as well as for auditing purposes. Mind Yer Heid securely dispose of course paperwork/documentation once this date has been reached.

Section 7 - Securely disposing of data

Data, whether in paper or electronic format, will be disposed of in an appropriate manner.

Paper based data, All paperwork/documentation that contains learner data will be disposed of in a secure way. Paperwork/documentation will be either:

- Shredded onsite by a nominated person and the waste securely disposed of OR
- Collected and disposed of by a specialist business providing Mind Yer Heid with a certificate of destruction.

Electronically based data.

Electronic based records within a database, or any IT document such as Word or PDF, will be deleted in full and removed from all systems in their entirety including any 'recycle bins' that the data may be unknowingly backed up into. Mind Yer Heid will ensure all archived or backed up versions are also deleted in their entirety. There must be no way that the data is able to be retrieved.

Section 8 - Data breaches and notification Under the GDPR.

Nuco Training and Mind Yer Heid have a legal duty to notify the ICO should a data breach occur. What is a data breach? A data breach is described in the GDPR as accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. The following example situations would be considered a data breach:

- Access to personal data by an unauthorised person or organisation
- Deliberate or accidental deletion of data
- Sending data to the wrong person
- Computers, phones or any electronic equipment on which data is stored, being lost or stolen
- Paper files, on which data is written, being lost or stolen
- Changing a person's data without their permission
- Loss of availability of data

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