



Privacy Policy

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Department: AO



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futurequals.com

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Introduction

Future (Awards & Qualifications) Ltd (FutureQuals) is committed to data security and the fair and transparent processing of personal data. This privacy policy (Policy) sets out how we will treat the personal data which you provide to us in compliance with applicable data protection law, in particular the Data Protection Act and UK General Data Protection Regulation.

Please read this Privacy Policy carefully as it contains important information on who we are, how and why we collect, store, use and share personal data, your rights in relation to your personal data, how to contact us and supervisory authorities in the event that you would like to report a concern about the way in which we process your data.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

This privacy notice aims to give you information on how FutureQuals collects and processes your personal data through your use of this website or direct or indirect interactions with you.

This website is not intended for children, and we do not knowingly collect data relating to children.

Who are we?

Future (Awards & Qualifications) Ltd was incorporated on 7th January 2005, Company number 05327136. Our registered address is EMP House, Telford Way, Coalville, Leicestershire, LE67 3HE.

For the purposes of the UK GDPR, FutureQuals is the 'controller' of the personal data you provide to us.

We have appointed a data protection manager who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the data protection manager using the details set out below. You may contact us by sending an email to executiveoffice@futurequals.com.

FutureQuals owns and operates www.futurequals.com.

What personal data do we collect?

We may collect, store, and otherwise process the following personal data:

Information you or your approved Centre (training provider or employer)

provide to us. Information provided if you:

- complete a form on our website;
- complete a survey;
- correspond with us by phone, e-mail, or in writing;
- report a problem;
- sign up to receive our communications;
- create an account with us;
- enter into a contract with us to receive products and/or services;
- register a learner for a qualification;
- submit an achievement claim for a qualification;
- request services such as a transfer, withdrawal or a certificate reprint etc;
- register an apprentice for end-point assessment;
- undertake an internally set assessment or examination;
- validating an award issued by FutureQuals.

We may collect your name, date of birth, ethnicity, e-mail address, postal address, telephone number, job role. For the purpose of providing support to our learners we will ask for information relating to disabilities and their direct contact details.

Information we collect about you

If you visit our website, we may automatically collect the following information:

- technical information, including the internet protocol (IP) address used to connect your computer to the Internet, login information, browser type and version, time zone setting, browser plug-in types and versions, operating system, and platform.
- information about your visit to our website such as the products and/or services you searched for and view, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

Please see our cookie policy for further details.

Information we receive from other sources

If you are a tutor, apprentice, or learner, we may also receive information about you from your Centre, training provider, or employer when they register to receive products and/or services from us.

Information about other people

If you provide information to us about any person other than yourself, such as your relatives, next of kin, your advisers, or your suppliers, you must ensure that they understand how their information will be used, and that they have legal grounds to disclose it to us and for you to allow us, and our outsourced service providers, to use it.

How do we use your personal data?

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

Contract performance: we may use your personal data to fulfil a contract, or take steps linked to a contract:

- to provide the products and/or services to you;
- to communicate with you in relation to the provision of the contracted products and services;
- to provide you with administrative support such as account creation, security, and responding to issues; and
- provide you with industry information, surveys, information about our awards and events, offers and promotions, related to the products and/or services.

Legitimate interests: where this is necessary for purposes which are in our, or third parties, legitimate interests. These interests are:

- providing you with newsletters, surveys, information about our awards and events, offers, and promotions, related to products and services offered by FutureQuals which may be of interest to you;
- communicating with you in relation to any issues, complaints, or disputes;
- providing services to third parties with whom you have a direct relationship (such as an assessment Center);
- improving the quality of experience when you interact with our products and/or services, including testing the performance and customer experience of our Website;
- performing analytics on sales/marketing data, determining the effectiveness of promotional campaigns. NOTE: you have the right to object to the processing of your personal data on the basis of legitimate interests as set out below, under the heading Your rights.
- Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us.

Consent: where you have given your express consent to receive marketing communications, we may use your personal data to:

- send you newsletters, surveys, information about our awards and events, offers, and promotions, related to products and services offered by FutureQuals which may be of interest to you.

- developing, improving, and delivering marketing and advertising for products and services offered by FutureQuals.

Where required by law: we may also process your personal data if required by law, including responding to requests by government or law enforcement authorities, or for the prevention of crime or fraud.

Who do we share your personal data with?

We may share your personal data with independent contractors who work for us, such as External Quality Assurers, End- Point Assessors, Technical Experts and/or End-Point Assessment Internal Quality Assurers.

We take all reasonable steps to ensure that our staff protect your personal data and are aware of their information security obligations. We limit access to your personal data to those who have a genuine business need to know it.

We may also share your personal data with trusted third parties to provide our services, including:

- legal and other professional advisers, consultants, and professional experts.
- service providers contracted to us in connection with provision of the products and services such as providers of IT services and customer relationship management services; and
- analytics and search engine providers that assist us in the improvement and optimisation of our website.

We will ensure there is a contract in place with the categories of recipients listed above which include obligations in relation to the confidentiality, security, and lawful processing of any personal data shared with them.

We do not sell or provide your personal information to any third parties outside of the above.

We do not, as part of our normal business activities, share with a third-party recipient located outside of the United Kingdom. Should we have the need to, we will ensure that the transfer of personal data will be protected by appropriate safeguards, namely the use of standard data protection clauses or agreements adopted or approved by the Information Commissioner where the third country we intend to send the data to does not have adequate data protection laws.

We will share personal data with law enforcement or other authorities if required by applicable law.

How long will we keep your personal data?

Where there is a contract between us, we will retain your personal data for the duration of the contract, and for a period of six years following its termination or expiry, to ensure we are able to comply with any contractual, legal, audit and other regulatory requirements, or any orders from competent courts or authorities.

In relation to learner data, we keep this for no more than 80 years. We have selected this period to ensure that the information is available if it is required by the learner in future.

Where you have consented to marketing communications, you may change your preferences or unsubscribe from marketing communications at any time by clicking the unsubscribe link in an email from us.

All other personal data is kept no longer than is reasonable given the reasons for which it was collected and otherwise processed.

Where do we store your personal data and how is it protected?

We take reasonable steps to protect your personal data from loss or destruction. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Where you have a username or password (or other identification information) which enables you to access certain services or parts of our website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. Unfortunately, the transmission of information via the internet is not completely secure.

Although we will do our best to protect your personal data, we cannot guarantee the security of your personal data transmitted to our website; any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance (executiveoffice@futurequals.com). Under the UK GDPR, you have various rights with respect to our use of your personal data:

Right to Access

You have the right to request a copy of the personal data that we hold about you by contacting us at the email or postal address given below. Please include with your request information that will enable us to verify your identity. We will respond within one month of request. Please note that there are exceptions to this right. We may be unable to make all information available to you if, for example, making the information available to you would reveal personal data about another person, if we are legally prevented from disclosing such information or if your request is manifestly unfounded or excessive.

Right to rectification

We aim to keep your personal data accurate and complete. We encourage you to contact us using the contact details provided below to let us know if any of your personal data is not accurate or changes, so that we can keep your personal data up to date.

Right to erasure

You have the right to request the deletion of your personal data where, for example, the personal data are no longer necessary for the purposes for which they were collected, where you withdraw your consent to processing, where there is no overriding legitimate interest for us to continue to process your personal data, or your personal data has been unlawfully processed. If you would like to request that your personal data is erased, please contact us using the contact details provided below.

Right to object

In certain circumstances, you have the right to object to the processing of your personal data where, for example, your personal data is being processed on the basis of legitimate interests and there is no overriding legitimate interest for us to continue to process your personal data, or if your data is being processed for direct marketing purposes. If you would like to object to the processing of your personal data, please contact us using the contact details provided below.

Right to restrict processing

In certain circumstances, you have the right to request that we restrict the further processing of your personal data. This right arises where, for example, you have contested the accuracy of the personal data we hold about you and we are verifying the information, you have objected to processing based on legitimate interests and we are considering.

Whether there are any overriding legitimate interests, or the processing is unlawful, and you elect that processing is restricted rather than deleted. Please contact us using the contact details provided below.

Right to data portability

In certain circumstances, you have the right to request that some of your personal data is provided to you, or to another data controller, in a commonly used, machine-readable format. This right arises where you have provided your personal data to us, the processing is based on consent or the performance of a contract, and processing is carried out by automated means. If you would like to request that your personal data is ported to you, please contact us using the contact details provided below.

Please note that the UK GDPR sets out exceptions to these rights. If we are unable to comply with your request due to an exception, we will explain this to you in our response.

Contact

If you would like to contact us about this Policy, our use of your personal data, or about exercising any of your rights, please contact us by email at executiveoffice@futurequals.com or by writing to us at: Data Protection Manager, FutureQuals, EMP House, Telford Way, Coalville, Leicestershire, LE67 3HE.

Links to Third Parties

We link our website directly to other sites and our approved third parties that may handle or have access to your personal data. This privacy policy does not cover external websites and we are not responsible for the privacy practices or content of those sites. We encourage you to read any privacy policy of any external websites you visit via links on our website.

Changes to our Policy

Any changes we may make to our Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our Policy.



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