

# DATA PROTECTION POLICY (Exams) 2025/26

This policy is reviewed annually to ensure compliance with current regulations.

Approved/reviewed by	
Kimberley Buttery	
Date of next review	September 2026

## Key staff involved in the policy

Role	Name(s)
Head of centre	<b>Andrew Landers</b>
Exams officer	<b>David Ingram</b>
Senior leader(s)	<b>Andrew Landers, Kimberley Buttery, Sarah Lawson, Catherine Corns, Sonya Griffiths &amp; Maxine Young</b>
IT manager	<b>Luke Bennett</b>
Data manager	<b>David Crompton</b>

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## Purpose of the policy

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

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

- Awarding bodies
- Joint Council for Qualifications (JCQ)
- Department for Education
- Multi Academy Trust
- The Press

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

- hard copy
- email
- secure extranet site(s) –
  - AQA Centre Services;
  - OCR Interchange;
  - Pearson Edexcel Online;
  - WJEC Secure Website
- Management Information System (MIS) provided by **Bromcom**
- sending/receiving information via electronic data interchange (EDI) **using the integrated A2C** (<https://www.jcq.org.uk/about-a2c>) **in Bromcom** to/from awarding body processing systems
- JCQ's Centre Admin Portal

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

Pegasus Academy ensures that candidates are fully aware of the information and data held.

All candidates are:

- informed via the Exam Handbook
- given access to this policy via the academy website

Candidates are made aware of the above at the start of a course leading to a vocational qualification, or, where candidates are following GCSE qualifications, when the entries are submitted to awarding bodies for processing.

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
Network computers	N/A Protection – antivirus installed on network with user accounts set up with specific permissions.	N/A

Software/online system	Protection measure(s)
MIS (Bromcom)	User accounts set up with specific permissions by the centre administrator/IT lead Luke Bennett. Strong Passwords set up, refresh of passwords annually.
Internet Browser(s)	User accounts set up with specific permissions by the centre administrator/IT lead Luke Bennett. Antivirus installed on network with user accounts set up with specific permissions as per-hardware section detailed above.
A2C	<i>At least two and no more than six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer. Other members of centre staff may assist with printing and collation provided they are under supervision. (ICE, 4.3), Specifically in the case of A2C/Results in Bromcom; only The Head of Centre – Andrew Landers, Exams Officer – David Ingram, and Data &amp; MIS</i>

	Manager – David Crompton, should be allowed access to any data received or sent via A2C Services in Bromcom.
Awarding Body Secure Extranet sites: AQA Centre Services, Pearson Edexcel Online, Interchange, WJEC	User accounts set up with specific permissions by Exams Officer David Ingram and Head of Centre Andrew Landers. New users set up by centre administrator Andrew Landers/Exams Officer David Ingram where applicable. Strong Passwords set up, refresh of passwords annually. Sending a code via text/phone call as a two-factor authentication method of security. Temporary Passcode to gain access to extranet.
Awarding body secure extranet site(s): AQA Centre Services; OCR Interchange; Pearson Edexcel Online; WJEC secure access.	Access controlled by username and password; Accounts have specified access rights; Centre administrator has to approve the creation of new user accounts and determine access rights.
A2C	Application only installed on computers for staff involved in exams and data. Access controlled by username and password for computer login and Bromcom login, using single sign on and multifactor authentication.

## 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

Andrew Landers 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 are many individuals' personal data 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.

An information audit is conducted **annually**.

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 week on all computers across the Academy network.

## Section 6 – Data retention periods

All exam related data is retained under the regular retention period specific to the documents/data in question. Please see page 10 onward with a table of information which includes retention dates for specific items.

## 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 David Ingram (Exams Officer) via email and/or phone call. Those requesting exam information will require a form of identification which can be verified through the Academy's own records. These same individuals will also be required to sign physical materials including examination results/certificates if being collected on behalf of a learner who cannot personally be present for the collection of the materials.

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 consider 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 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 Andrew Landers 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.

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

The centre 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 pupil 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](http://www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility)
- School reports on pupil performance  
[www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers](http://www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers)

## Publishing exam results

When considering publishing exam results, Pegasus Academy will make reference 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?

OR

Pegasus Academy 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 Pegasus Academy 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 Andrew Landers, who will consider the objection before deciding 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		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 filing cabinet/cupboard	Secure user name and password Secure user name and password In secure office (SENCo)	
Attendance registers copies	Registers of who was and was not present in an exam	Candidate name Candidate exam number	Locked secure exam cupboard. Lockable cupboard	In secure office (Exams) or in Secure storage room	1 year after the publication of results
Candidates' scripts	Completed exam scripts	Candidate name Candidate exam number	Locked secure exam cupboard. Lockable cupboard	Secure storage room Secure office (exams)	Until collection from the courier – normally by next day
Candidates' work	Coursework (Physical)	Candidate name Candidate Number	Lockable Cupboard	Secure office (exams)	(Only if returned to the centre following moderation) at teacher discretion to be used as examples of past work.

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
Certificates		Candidate name Candidate exam number Candidate UCI Examination results Year of exam	Lockable filing cabinet/Secure Storage (Exams Cupboard)	Secure office/lockable space (exams)	25 Years
Certificate destruction information		Candidate name Candidate exam number Candidate signature Year of exam	Spreadsheet saved on shared folder	Secure user name and password  Folder only shared with relevant staff	25 years
Certificate issue information		Candidate name Candidate exam number Year of exam	<b>Lockable filing cabinet</b>	<b>Secure office (exams)</b>	<b>25 years</b>
Conflicts of interest records		Candidate name Candidate number Year of exam	Lockable cupboard/filing cabinet	Secure Storage (Exams Cupboard)	1 Year
Entry information		Candidate name Candidate exam number Year of exam Candidate UCI Candidate ULN Candidate DOB Gender Qualification information	Lockable filing cabinet	Secure Storage	1 year

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 room incident logs		Candidate name Candidate exam number Year of exam	Lockable Secure storage (Exams Cupboard)	Secure storage (exams)	1 year
Invigilator and facilitator training records		Invigilator name	Lockable filing cabinet	Secure office (exams)	2 years
Post-results services: confirmation of candidate consent information		Candidate name Candidate exam number Year of exam Candidate signature	Lockable filing cabinet Secure email	Secure office (exams) Secure username and password	1 year after the publication of results
Post-results services: requests/outcome information		Candidate name Candidate exam number Year of exam Candidate results information	Awarding Body websites Electronic copies on EO area Secure email	Secure username and password Secure username and password	1 year after the publication of results
Post-results services: scripts provided by ATS service		Candidate name Candidate exam number Year of exam Candidate results information	Awarding Body websites Electronic copies on EO area Secure email	Secure username and password Secure username and password Removal of name and exam number if requested by candidate	10 years after the publication of results
Post-results services: tracking logs		Candidate name Candidate exam number Year of exam Candidate results information	Electronic copies on EO area Secure email	Secure username and password	1 year after the publication of results

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
Results information		Candidate name Candidate number Unit mark achieved. Grade achieved.	Exam office computer Filing cabinets	Secure username and password  Secure office (exams)	
Seating plans		Candidate name Candidate exam number Access arrangements	Lockable filing cabinet	In secure office (Exams) or in Secure storage room	1 year after the publication of results
Special consideration information		Candidate name Candidate exam number Details of the reason for special consideration	Lockable filing cabinet Awarding Body website	In secure office (Exams) or in Secure storage room  Secure username and password	Paper copies - 1 year after the publication of results
Suspected malpractice reports/outcomes		Candidate name Candidate exam number Details of the malpractice Name and role of staff involved (e.g. invigilator)	Lockable filing cabinet Awarding Body website	In secure office (Exams) or in Secure storage room  Secure username and password	Paper copies - 1 year after the publication of results
Transferred candidate arrangements		Candidate name Candidate exam number Year of exam School name(s)			
Very late arrival reports/outcomes		Candidate name Candidate exam number Details of the reason for late arrival	Lockable filing cabinet Awarding Body website	In secure office (Exams) or in Secure storage room	Paper copies - 1 year after the publication of results

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
				Secure username and password	