

QuartzWeb and SharePoint Privacy Notice



One Awards is a company registered in England and Wales with company number 04042215. The registered office is 1 Palmer Road, South West Industrial Estate, Peterlee, County Durham, SR8 2HE. One Awards is a Data Controller as required under the relevant UK Data Protection Legislation and is committed to protecting privacy and process the data in line with the requirements of the legislation

For One Awards to ensure that it's operating within the statutory obligations of the Data Protection legislation, it relies on approved Centres having robust systems to inform learners of the use of their personal data. Centres systems' are reviewed as part of the Centre Recognition process and also as part of the annual review undertaken by the Quality Assurance team.

As an awarding organisation and within its partnership role with NOCN One Awards has a legitimate interest to process the data provided including any special category data, to enable the administration of its education services, other related services or to help manage customer relationships. This privacy notice sets out What, How and Why One Awards collects, stores and processes personal data in accordance with the relevant Data Protection legislation and Who the data will be shared with.

By submitting personal data you are confirming that you have read and understood how the data is being used as set out in the privacy notice, or if the personal data relates to another person that they are aware of the ways in which the data will be used.

What Data One Awards Collects

The data collected will include contact details for the Centres and Officers within that centre including centre name, address, staff contact details (email address, telephone numbers), staff roles and relevant qualifications held by the appropriate staff. In addition the following will be collected,

- Learner data held as submitted by Centres including name, address, date of birth, age, gender, postcode, ethnicity, employment status and ability.
- Data is held on registration and achievement by learners
- Information provided by filling in forms
- Data included within communications between One Awards and Centres or learners including email and letters
- Details of visits to Quartzweb and SharePoint such as traffic data and the resources accessed, the data collected is anonymised

How One Awards Uses the Data

One Awards will use the data to administer registration and achievement, to improve customer service and inform developments. This may include such activities as:

- To carry out obligations arising from our commitment to Centres
- To manage and administer the relationship with Centres, learners and One Awards
- To comply with legal obligations and with instructions from regulatory bodies such as QAA and OFQUAL
- To ensure all communications are sent to the correct Centre contacts
- To analyse the data to identify trends for marketing and business strategy
- To identify any potential efficiencies within One Awards processes and systems
- To inform market research regarding the use of products and services
- To develop staff to improve customer service
- To inform you of changes to our services and to communicate to you
- The achievement data relating to qualifications and unregulated units will be processed as part of the an automated individual decision making process

The data will not be used for profiling.

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How the Data is Stored and Protected

The data is stored electronically on servers in the UK and One Awards undertakes all necessary and appropriate steps to protect the data both online and offline. No data transmission via the internet is totally secure and although One Awards does take steps to minimise the risk, its security cannot be guaranteed.

Data is also retained in paper format and held in secure filing cabinets for authorised personnel only.

Data Retention

Different types of data are retained for different durations, depending on the type of data held and regulatory requirements or contractual obligations.

Details of how long data is retained for are held in the One Awards data retention policy which can be found on the One Awards website. Please contact One Awards if you require further information.

Who One Awards Discloses Data To, and Why

One Awards shares data with other organisations, including those who we work with to offer qualifications and to the Regulators of the provision.

For example, data may be shared with:

- Third parties (data processors) that provide services to us, such as those used for marketing purposes, although this data is anonymised
- Organisations that collect data relating to examination results such as University and College Admissions Service (UCAS), and Higher Education establishments
- External agencies and organisations (including the Police and other law enforcement agencies) for the purpose of preventing and detecting fraud and criminal activity
- Third parties (data controllers) if we are under a duty to disclose or share data in order to comply with legal obligations or instructions of a regulatory body such as QAA.
- If we sell or buy any organisation or assets we may disclose the data to the buyer or seller of the assets as part of the transference of the assets.
- We may share non-personal aggregate statistics about website traffic, registrations etc with NOCN to improve services
- Third parties (data processors) who provide a service to us, such as supporting the data base and IT infrastructure.

Data processors are third parties who provide a service to One Award. We have contracts in place with data processors which restricts how and when they can use personal data. They will not share personal data to any external organisation. They will hold it securely and retain it for the period we instruct.

How you can Access your Data

Under the current legislation you have a number of rights with regard to your personal data. You have the right to request access to and rectification of or erasure of, your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.

If you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time.

Access to data pertaining to you can be requested at any time in writing, unless it is considered that it would adversely affect the rights and freedom of others. Requests to access your rights must be submitted in writing using the Data Request Form which can be found on the website. Proof of identity is required these are listed on the form.

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A request will be responded to within 28 calendar days on receipt of a fully completed request form. Proof of identify is required these are listed on the form.

A reasonable fee will only be applied if the requests are considered to be excessive or multiple copies are requested. The fee would always be communicated in advance of processing and approval sort to continue with the request.

Please be aware if you request erasure that this means that all your details will be removed from the system and should you need a registration or achievement date or a replacement certificate One Awards will not be able to provide you with one. Further details relating to the rights under the Data Protection legislation and the impact of each of the rights can be obtained from One Awards.

How to contact us:

If you have any questions about the privacy notice and data we hold about you please contact Stephen Collinson, Operations Officer at

- 1 Palmer Road, South West Industrial Estate, Peterlee, County Durham, SR8 1HU
- or by email to admin@oneawards.org.uk

You have a right to complain to the Information Commissioner's Office is you feel your requests are not being dealt with accordingly, on <https://ico.org.uk/concerns/>

Other Website

This privacy notice only applies to QuartzWeb and SharePoint, if you link to the One Awards website please see the One Awards Website Privacy notice. If you link to another website through this site you should read their own privacy policies.

Changes to this Notice

The QuartzWeb and SharePoint Privacy notice is kept under regular review and any updates will posted to the website.