

NORTH WEST EDUCATION HUB

Candidate & Parent Privacy Notice

Document Reference	PN-CAN-01
Effective From	18/08/2026
Review Date	18/08/2027
Data Controller	North West Education Hub Ltd
Centre	North West Education Hub Centre Number 32269

1. Purpose of this Privacy Notice

This Privacy Notice explains how North West Education Hub Ltd (“North West Education Hub”, “we”, “us” or “the Centre”) collects, uses, stores and shares personal information when providing examination services to private candidates.

It applies to candidates and, where relevant, parents, guardians and other individuals who provide information in connection with a candidate’s examination entry.

North West Education Hub is the data controller for the personal information it collects and uses for its own examination-centre activities. Awarding organisations and other bodies may act as separate data controllers for information they receive and process for their own statutory, regulatory or qualification-delivery purposes.

2. The Personal Information We May Collect

We collect only the information that is reasonably required to administer examination services, meet regulatory requirements and support candidates.

- Identity information, including full legal name, previous names where relevant, date of birth, gender where required for an examination entry, photograph and identification documents.
- Contact information, including postal address, email address and telephone number.
- Parent or guardian details where the candidate is under 18 or where these are otherwise required for communication or administration.
- Examination information, including awarding organisation, qualification, subject, specification or entry code, tier or option, examination series, candidate number, Unique Candidate Identifier (UCI), previous examination history, entries, results and certificate information.
- Payment and transaction information relating to examination fees, refunds and additional services.
- Attendance, incident and examination-administration records, including information relevant to timetable clashes, late arrival, absence, malpractice investigations or examination-room incidents.
- Information relating to practical assessments, speaking assessments, Practical Endorsements and other qualification-specific requirements.
- Correspondence and records of communications with the candidate, parent/guardian, awarding organisation, previous centre, assessor or other relevant provider.

3. Special Category and Sensitive Information

In some circumstances we need to process information that is more sensitive. This may include health information, disability or special educational needs information, and other information supplied in connection with Access Arrangements, Reasonable Adjustments, Special Consideration, safeguarding or an examination incident.

Special category personal data receives additional protection under data protection law. We will only process this information where we have both an appropriate lawful basis under the UK GDPR and an additional legal condition permitting the processing of special category data.

We will seek to collect only the information necessary for the relevant purpose and will apply appropriate access and security controls.

4. How We Obtain Personal Information

We may obtain information directly from the candidate or their parent/guardian through registration forms, identification checks, emails, telephone calls, meetings, assessments, payments and other communications.

We may also receive relevant information from awarding organisations, previous schools or examination centres, tutors, specialist assessors, practical or speaking-assessment providers, medical or other professionals where appropriate, and other organisations involved in administering the candidate's examinations.

Where information about another person is supplied to us, the person providing it should ensure that they are entitled to provide that information.

5. Why We Use Personal Information

We may use personal information to:

- respond to enquiries and assess whether the Centre can accept an examination application;
- verify identity and candidate details;
- register candidates and make examination entries with awarding organisations;
- administer written examinations, speaking assessments, practical activities and other assessment components;
- communicate Statements of Entry, timetables, examination instructions, results and certificate arrangements;
- manage payments, cancellations, withdrawals, refunds and other financial administration;
- consider and administer Access Arrangements, Reasonable Adjustments and Special Consideration;
- meet safeguarding, health and safety, examination security and malpractice responsibilities;
- administer post-results services, appeals and complaints;
- maintain records required by JCQ, awarding organisations, regulators, law or our legitimate business requirements;
- establish, exercise or defend legal claims and respond to regulatory or lawful requests.

6. Our Lawful Bases for Processing

The lawful basis used depends on the purpose for which information is being processed. North West Education Hub may rely on one or more of the following bases:

Contract – where processing is necessary to take steps at a candidate's request before entering into a contract or to provide the examination services the candidate has purchased.

Legal obligation – where processing is necessary for us to comply with applicable legal duties.

Legitimate interests – where processing is necessary for the legitimate interests of North West Education Hub or another organisation, provided those interests are not overridden by the individual's rights and interests. Particular care is taken where the individual is a child.

Consent – where consent is the appropriate lawful basis for a specific optional activity. Where we rely on consent, it may be withdrawn, although withdrawal does not affect processing already lawfully undertaken.

Where special category data is processed, we will also identify and rely upon an appropriate condition under Article 9 UK GDPR and, where required, the Data Protection Act 2018. The precise condition will depend on the purpose and circumstances of the processing.

7. Examination and Awarding Organisation Data Sharing

To administer examinations and qualifications, North West Education Hub must provide relevant candidate information to the applicable awarding organisation. This may include identity information, date of birth, gender where required, candidate identifiers, examination entries and information needed for Access Arrangements, Special Consideration or other examination processes.

Awarding organisations process candidate information for purposes including examination and assessment delivery, marking, results, certification, regulation, statistical analysis, malpractice investigation and other purposes described in their own privacy notices.

JCQ requires approved centres to inform candidates about the Centre's processing and to distribute applicable awarding organisation privacy information to candidates. Candidates should therefore also read the current privacy notice issued by each awarding organisation with which they are entered.

8. Who We May Share Personal Information With

Where necessary and lawful, information may be shared with:

- AQA, OCR and any other awarding organisation through which the candidate is entered;
- JCQ and qualification regulators where required by the applicable examination or regulatory process;
- government departments, education agencies, local authorities or other official bodies where an awarding organisation or the Centre is required or permitted to provide information;
- specialist assessors, SENCo or Access Arrangement professionals involved in a candidate's application;
- schools, colleges, laboratories, practical providers, speaking assessors or other assessment providers where required to deliver a qualification component;
- IT, payment, communications, document-storage and other service providers acting on our behalf;
- professional advisers, insurers, auditors or legal representatives where necessary;
- law-enforcement, safeguarding or regulatory bodies where disclosure is required or permitted by law.
- We do not sell candidate personal information.

9. Candidates Under 18

Many candidates using our services may be under 18. We take particular care when processing children's personal information and consider their rights and interests when deciding how information should be used.

A parent or guardian may complete administrative aspects of registration and communicate with us on behalf of a child. However, the candidate also has data protection rights in relation to their own personal information. The way in which we respond to a parent or guardian will depend on the candidate's age, understanding, circumstances and the nature of the request.

We will not rely automatically on parental consent as the lawful basis for all examination processing. Examination administration may instead be necessary for contract, legal obligation, legitimate interests or another applicable lawful basis.

10. Access Arrangements, Reasonable Adjustments and Special Consideration

Candidates requesting Access Arrangements, Reasonable Adjustments or Special Consideration may need to provide additional evidence. This can include educational, assessment or health information.

Information will be used only as necessary to consider, evidence, administer and review the relevant examination arrangement or application and to comply with JCQ and awarding organisation requirements.

Relevant information may be shared with the Centre's SENCo, specialist assessors, awarding organisations and other professionals involved in the process where this is necessary and lawful.

Where a separate consent or data declaration is required for an Access Arrangement assessment or application, the candidate or parent/guardian will be asked to complete the relevant documentation.

11. Identity Documents

Identity documents are collected where necessary to verify a candidate's identity and meet examination-centre requirements.

Access to identity documentation will be restricted to staff or service providers who require it for an authorised purpose. Copies will not be retained for longer than is necessary for the purpose for which they were collected and any applicable legal, regulatory or record-keeping requirement.

12. How Long We Keep Information

We retain personal information only for as long as it is reasonably necessary for the purpose for which it was collected, including examination administration, regulatory requirements, safeguarding, accounting, complaints, legal claims and other legitimate record-keeping purposes.

Different categories of examination information may have different retention periods. Awarding organisations maintain their own retention policies and may retain core qualification and results information for long periods.

North West Education Hub will maintain a data-retention approach appropriate to its role as an approved examination centre and will securely delete or destroy information when it is no longer required.

13. Keeping Information Secure

We use appropriate organisational and technical measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

Access to examination and candidate information is limited according to role and operational need. Staff and relevant contractors are expected to handle personal information confidentially and in accordance with applicable Centre procedures.

No method of electronic storage or transmission is completely risk-free, but we take reasonable measures appropriate to the nature and sensitivity of the information held.

14. International Transfers and External Providers

Some technology or service providers may process information outside the United Kingdom. Where this occurs, North West Education Hub will take appropriate steps to ensure that the transfer is lawful and that suitable safeguards are in place where required by data protection law.

Where an awarding organisation or another independent organisation receives candidate information, its own privacy notice will explain any international transfers for which it is responsible.

15. Your Data Protection Rights

Depending on the circumstances, individuals may have rights including:

- the right to be informed about how personal information is used;
- the right to request access to personal information held about them;
- the right to request correction of inaccurate or incomplete information;
- the right to request erasure in certain circumstances;
- the right to request restriction of processing in certain circumstances;
- the right to object to certain processing;
- the right to data portability where applicable;
- rights relating to certain automated decision-making where applicable; and
- the right to withdraw consent where processing is based on consent.
- These rights are not absolute and may be limited where the Centre has a legal, regulatory or other lawful reason to continue processing or retaining information.

16. Requests About Personal Information

To exercise a data protection right or ask a question about how North West Education Hub uses personal information, please contact:

North West Education Hub
 The Rock, Bury, Lancashire, BL9 0JP
 Email: Exams@northwesteducationhub.co.uk
 Telephone: 0161 797 7707 | 07527 675 842

We may need to verify the identity of the person making a request before disclosing or changing personal information.

17. Complaints About Data Protection

If you have a concern about how North West Education Hub has handled personal information, please contact us first so that we have an opportunity to investigate and respond.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK regulator for data protection. Current contact and complaints information is available from the ICO.

18. Awarding Organisation Privacy Notices

Candidates should read the current candidate or student privacy notice of each awarding organisation through which they are entered. These notices explain how the awarding organisation independently collects, uses, shares and retains candidate information.

North West Education Hub will make relevant awarding organisation privacy information available or direct candidates to it as part of the examination-registration and candidate-information process.

19. Changes to this Privacy Notice

We may update this Privacy Notice to reflect changes in law, regulatory requirements, awarding organisation processes or the way we provide examination services.

The current version will be made available to candidates. Where a change is material and directly affects an existing candidate, we will take reasonable steps to bring it to their attention.

20. Related Documents

This Privacy Notice should be read alongside the Candidate Examination Terms & Conditions (T&C-CAN-01), Examination Fees, Cancellation & Refund Policy (POL-FEE-01), Candidate Examination Handbook, Access Arrangements Assessment & Data Consent documentation where applicable, Science Practical Requirements information where applicable, Post-Results Services Policy and Centre Complaints Procedure (POL-CIA-01).