



Notre Dame High School Data Protection Policy (Exams)

2023/24

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Martyn Birch	
Date of next review	September 2024

Key staff involved in the policy

Role	Name(s)
Head of centre	Deidre Cleary
Exams officer	Lesley Paine
Senior leader(s)	Martyn Birch
IT manager	Phil Woodcock
Data manager	Steve Bunting
Data Protection Officer (DPO)	Martyn Birch

Purpose of the policy

This policy details how Notre Dame High School Sheffield, 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 these 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 office(r) 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)
- Hallam Diocese
- Department for Education
- Local Authority
- St Clare Multi Academy Trust
- The Local press (following student consent)

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;
 - NCFE portal

- Management Information System (MIS) provided by [Bromcom | Cloud Based MIS Provider](https://www.jcq.org.uk/about-a2c) sending/receiving information via electronic data interchange (EDI) using A2C (<https://www.jcq.org.uk/about-a2c>) to/from awarding body processing systems.

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

Notre Dame High School Sheffield ensures that candidates are fully aware of the information and data held.

All candidates are:

- given access to this policy via the school website

Candidates are made aware of the above at the point of finalising and sharing exam entries.

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/reasonable adjustments 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 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
Dell Optiplex 3070	5 th Oct 2020 Protected by Intercept X Malware software and monitored as part of school Sophos Central account. All updates automatically installed. Windows Firewall enabled.	5 th Oct 2023

Software/online system	Protection measure(s)
Bromcom MIS (Cloud System)	Secure password according to Bromcom requirements All internal systems and communication to cloud protected by Sophos UTM firewall and Intercept X. Windows Firewall enabled and secured on all domain members.
A2C for communication to exam boards	Secure file transfer system - see https://www.jcq.org.uk A2C encrypts transfers, use restricted to Exams Manager and Senior Manager only
Browser used: Microsoft Edge. Updates applied as released.	

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

Martyn Birch-Data Protection Officer 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 many individuals' personal data are 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 12 months (this may include updating antivirus software, firewalls, internet browsers etc.)

Section 6 – Data retention periods

Details of retention periods, the actions taken at the end of the retention period and method of disposal are outlined in the retention schedule at the end of this document.

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 via data@notredame-high.co.uk

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 take into account 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 the head teacher 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 unless the data protection officer has permission from the candidate concerned.

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 and a local authority (the 'corporate parent'), 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
(Updated 24 August 2023 to include guidance on the role of the 'corporate parent', releasing GCSE results to a parent and notifying separated parents about a child moving school)
- School reports on pupil performance
www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers

Publishing exam results

We do not publish exam results where an individual student can be identified unless we have their explicit permission to do so.

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 A lockable metal filing cabinet in the SENDCO office. S:\StudentInformation\SEND\Exam Access Arrangements 2022-2023	Secure user name and password In secure offices of exams manager and (SENDCo)	After deadline for EARs
Attendance registers copies		Candidate name Candidate number	A lockable filing cabinet in the exams office.	Securely locked cupboard/office which is locked when unoccupied. Both have limited key holders.	Kept until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.
Candidates' scripts		Candidate name Candidate number Candidate tier information Candidate assessment data	The lockable priest's cupboard in reception prior to courier collection. The exams office safes if courier collection is delayed.	Securely locked cupboard/office which locked when unoccupied. Both have limited key holders.	n/a

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
Candidates' work		Candidate name Candidate number Candidate tier information Candidate assessment data	In secure storage by subject teachers.	Locked cupboards in non-student areas.	We retain marked work under secure conditions until after the deadline for review of results or until any appeal, malpractice or other results enquiry has been completed, whichever is later.
Certificates		Candidate name, number, UCI No., DoB, exam results	A lockable filing cabinet in the exams office.	Securely locked cupboard/office which is locked when unoccupied. Both have limited key holders.	Posted home if uncollected by end of Autumn term.
Entry information		Candidate name; Candidate number; Candidate DOB; ULN UCI Qualification information	On Bromcom MIS and in a lockable filing cabinet in exams office.	Secure login required. Securely locked cupboard/office which is locked when unoccupied. Both have limited key holders.	Retained until deadline for a review of results/moderation has passed or until a review of results/moderation, an appeal or a malpractice investigation has been completed, whichever is later
Exam room incident logs	Record of any unusual occurrences in exam room/s	Candidate name/s, number/s, invigilator name/s. Details of exam incident	On the school email system or a lockable filing cabinet in the exams office.	If details are submitted electronically a secure login is required.	Retained until deadline for a review of results/moderation has passed or until a review 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
				Otherwise stored in a securely locked cupboard/office which is locked when unoccupied. Both have limited key holders.	moderation, an appeal or a malpractice investigation has been completed, whichever is later.
Invigilator and facilitator training records	Records required by JCQ	Invigilator names, addresses, contact details, training details and dates.	A lockable filing cabinet in the exams office.	Securely locked cupboard/office which is locked when unoccupied. Both have limited key holders.	Kept until no longer employed at Notre Dame
Overnight supervision information	Required if candidate has clash of 3 or more exams on same day – need to move an exam to later date	Candidate name, number, place of residence, supervisors name, relationship to candidate	A lockable filing cabinet in the exams office.	Securely locked cupboard/office which is locked when unoccupied. Both have limited key holders.	Retained until deadline for a review of results/moderation has passed or until a review of results/moderation, an appeal or a malpractice investigation has been completed, whichever is later.
Post-results services: confirmation of candidate consent information		Candidate name, number, signature, exam details	A lockable filing cabinet in the exams office or on the school email system if the candidate is unable to attend.	If details are submitted electronically a secure login is required. Otherwise stored in a securely locked	Retained until deadline for a review of results/moderation has passed or until a review of results/moderation, an appeal or a malpractice

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
				cupboard/office which is locked when unoccupied. Both have limited key holders.	investigation has been completed, whichever is later
Post-results services: requests/outcome information		Candidate name, number, signature, exam details	A lockable filing cabinet in the exams office or on the school email system if the candidate is unable to attend.	If details are submitted electronically a secure login is required. Otherwise stored in a securely locked cupboard/office which is locked when unoccupied. Both have limited key holders.	Internal exam records permanently amended accordingly Retained for 6 months following the deadline for a review of results/moderation has passed or until a review of results/moderation, an appeal or a malpractice investigation has been completed,
Post-results services: scripts provided by ATS service		Candidate name, number, signature, exam responses	Given directly to candidates or teaching staff	Teaching staff keep in locked storage	To be retained securely until the awarding body's earliest date for confidential disposal of unwanted scripts, or no longer needed by staff – then to be shredded
Post-results services: tracking logs		Candidate name number, exam details	A lockable filing cabinet in the exams office or on the school S Drive.	If information is held electronically a secure login is required. Otherwise stored in a securely locked	Retained for 6 months following the deadline for a review of results/moderation has passed or until a review 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
				cupboard/office which is locked when unoccupied. Both have limited key holders.	moderation, an appeal or a malpractice investigation has been completed, whichever is later
Private candidate information		Candidate name, number, UCI No, address, contact details, exam details, any EAA evidence & requirements, DPN	A lockable filing cabinet in the exams office or on the school S Drive.	If information is held electronically a secure login is required. Otherwise stored in a securely locked cupboard/office which is locked when unoccupied. Both have limited key holders.	Retained until deadline for a review of results/moderation has passed or until a review of results/moderation, an appeal or a malpractice investigation has been completed, whichever is later
Resolving timetable clashes information		Candidate name, number, exam details	On Bromcom MIS and on timetables during the exam period.	For information held electronically a secure login is required. Otherwise stored in a securely locked cupboard/office which is locked when unoccupied. Both have limited key holders.	Retained until deadline for a review of results/moderation has passed or until a review of results/moderation, an appeal or a malpractice investigation has been completed, whichever is later
Results information		Candidate name number, ULN, UCI, DoB, exam results	On Bromcom MIS and the school S Drive system.	For information held electronically	7 years

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
				a secure login is required.	
Seating plans		Candidate name, number, exam details, EAA details	On Bromcom MIS and on timetables during the exam period	For information held electronically a secure login is required. Once the exam is finished stored in a securely locked cupboard/office which is locked when unoccupied. Both have limited key holders.	Retained until deadline for a review of results/moderation has passed or until a review of results/moderation, an appeal or a malpractice investigation has been completed, whichever is later
Special consideration information		Candidate name, number, invigilator name, exam details, exam incident details, possible candidate medical/other supporting evidence/information	A lockable filing cabinet in the exams office or on the school S Drive before submitting to exam board portals.	For information held electronically a secure login is required. Otherwise stored in a securely locked cupboard/office which is locked when unoccupied. Both have limited key holders.	Retained until after publication of results
Suspected malpractice reports/outcomes		Candidate name, number, invigilator name, exam details, exam incident details, possible candidate medical/other supporting evidence/information	A lockable filing cabinet in the exams office or on the school S Drive before submitting to exam board portals.	For information held electronically a secure login is required. Otherwise stored in a securely	Retained until deadline for a review of results/moderation has passed or until a review of results/moderation, an

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
				locked cupboard/office which is locked when unoccupied. Both have limited key holders.	appeal or a malpractice investigation has been completed, whichever is later
Transferred candidate arrangements		Candidates name, exam no, exam details	On Bromcom MIS and the school S Drive system.	For information held electronically a secure login is required. Otherwise stored in a securely locked cupboard/office which is locked when unoccupied. Both have limited key holders.	Retained until deadline for a review of results/moderation has passed or until a review of results/moderation, an appeal or a malpractice investigation has been completed, whichever is later
Very late arrival reports/outcomes		Candidates name, exam no, exam details, any accompanying evidence/statements	A lockable filing cabinet in the exams office or on the school S Drive	For information held electronically a secure login is required. Otherwise stored in a securely locked cupboard/office which is locked when unoccupied. Both have limited key holders.	Retained until deadline for a review of results/moderation has passed or until a review of results/moderation, an appeal or a malpractice investigation has been completed, whichever is later