



IFE Awarding Organisation Privacy Policy

Introduction

The IFE is committed to protecting the privacy and the security of all personal information and to complying with the relevant regulation. This policy has been updated to cover the requirements of the General Data Protection Regulation (GDPR).

This policy sets out the way in which the IFE awarding organisation collects, uses and protects personal data. It includes information on the options available to individuals in requesting personal data and/or further information on the way that we use data.

Purpose of Data Collection

The IFE awarding organisation collects and holds personal data only to enable:

- the delivery of an assessment service and associated products ie IFE's qualifications
- the fulfilment of requirements set by the qualifications regulators
- contact with individuals in relation to IFE qualifications – for example, to provide information about examination venues or to supply information requested by the individual
- individuals who have attained qualifications/units of qualifications to secure information on past achievements and copies of certificates attained in the past
- a review of products and service with a view to making improvements
- monitoring of equality and diversity issues

The IFE awarding organisation collects only the minimum amount of information necessary to enable the provision of the actions described above.

The IFE does not collate or hold financial information beyond the point where fees due are processed.

The IFE Awarding Organisation will provide information about other products and services provided by IFE **only** if specifically requested to do so by individuals.

Collection of Personal Information

The IFE awarding organisation collects information about individuals in one of two ways:

- where information is provided directly by the individual, usually as part of the process to book an assessment such as an examination
- where information is provided by a third party (such as an employer or a local IFE branch) eg on behalf of an individual in order to progress the booking of an assessment or to make an alternative arrangement such as reasonable adjustments or deferrals

Disclosing Personal Information

The IFE will not disclose information to a third party unless:

- the third party is acting on behalf of the individual (eg an assessment centre that is co-ordinating assessment arrangements and has already entered into an arrangement to manage qualification-related issues)
- authorisation in writing has been provided by the individual (eg where an individual requests the IFE to confirm previous attainment for promotion or job seeking purposes)
- there is a legal imperative to do so
- there is a need to share information with third parties who work with us (eg qualification regulators)

The IFE will provide examination/assessment results to individuals and will enter into communication with individuals. However, where examination arrangements are managed on behalf of the candidate (eg an employer such as a Fire and Rescue Service or IFE branch acting as a qualification centre), the IFE will share relevant qualification-related information (eg about assessment arrangements and results) with these organisations.

In order to protect personal information, the IFE will not provide personal information over the telephone. This means that individuals seeking information from the IFE (eg in relation to the outcome of an assessment) must submit requests in writing and they must do so in a way (eg on the contact email address that the IFE holds or by providing verifiable information such as a date of birth) that enables the IFE to be confident that information is being released only to a person who has the right to such information.

The IFE does not sell or distribute personal information to other organisations.

Roles and Responsibilities

The IFE controls the data that is collected about individuals and this means that the IFE is the “data controller” for the purposes of data protection.

In some instances other organisations act as “data processors” in collating and managing information on behalf of candidates eg UK Fire and Rescue Centres, IFE branches. The IFE requires all approved centres and examination venues to have appropriate data protection procedures and policies in place and to adhere to these policies.

Security

The IFE's internal IT systems are protected by security arrangements that enable access only by approved individuals.

Individuals should be aware that transmission of information via the internet carries some risk and the IFE therefore is not able to guarantee the security of the transmission of information to our site. Once information has been received, the IFE employs security features to try to prevent unauthorised access.

Hard copy documentation is stored within a locked office area and personal information is not taken out of the office. Access to the office is restricted to approved staff and visitors; the office is unlocked only when approved staff members are in attendance.

Accessing, Modifying or Erasing Personal Information

Individuals may contact the IFE awarding organisation and request access to their personal data. They may also request specific information. (Note: where requests require significant administrative input such as in locating, copying and posting certificates previously issued, the IFE reserves a right to charge a fee.)

Individuals may also request that information is changed (eg updated or corrected) and may instruct that information should be erased. All such requests must be made in writing and the IFE will verify the identity of the individual making the request in order to ensure that only authorised individuals may make changes to arrangements.

In the case of the erasure of information, individuals should be aware that this action will mean that the IFE erases all electronic and hardcopy information and therefore will not be able to provide information on attainment or copies of certificates in the future.

Please see contact information below.

Contacting Us

Contact details for the IFE awarding organisation are as follow:

Telephone: 01789 261463

Email: exams@ife.org.uk

Address: The Institution of Fire Engineers (Examinations), IFE House, 64-66 Cygnet Court, Timothy's Bridge Road, Stratford-upon-Avon, CV37 9NW, United Kingdom

The office is open from Monday to Friday between 8.30am to 4.30pm.

Where we have to seek assistance from elsewhere in order to respond to a query, we will advise that this is the case and provide an estimate as to when a reply will be provided.

Policy issued: August 2017