



Examinations Privacy Notice

For examination candidates, prospective candidates and parents or carers

Data controller	Bay Learning Academy CIC
Effective date	24 August 2026
Review date	August 2027, or sooner if examination or data protection requirements change

1. About this notice

This notice explains how Bay Learning Academy CIC (Bay) collects, uses, shares, protects and retains personal information when providing examination and assessment services. It applies whether a booking is made by the candidate, a parent or carer, a school, a local authority, an employer or another organisation.

Bay is the data controller for the personal information it uses for its own examination-centre functions. Awarding organisations, regulators and some other recipients may be separate data controllers for the information they receive and will have their own privacy information.

In brief

We use candidate information to take and manage bookings, verify identity, make entries, administer exams securely, arrange reasonable adjustments, process payments, communicate results and certificates, and meet examination, safeguarding, equality, financial and legal requirements. We do not sell personal information.

2. Who we are and how to contact us

Bay Learning Academy CIC is registered in England and Wales under company number 14094467 and is registered with the Information Commissioner's Office under registration number ZB331749.

Operational address	Thornton Village Hall, 47 Walker Street, Hull, HU3 2HD
Registered office	265 Victoria Avenue, Hull, HU5 3EB
Email	admin@baylearning.academy
Telephone	01482 768682
Website	https://baylearning.academy

Please mark data protection correspondence for the attention of the Data Protection Lead.

3. Whose information we process

We may process information about:

- prospective, current and former examination candidates, including private candidates;
- parents, carers or representatives who make enquiries or bookings;
- people who pay examination fees on a candidate's behalf; and
- school, local-authority, employer or other commissioning contacts connected with a booking.



Where a parent or carer completes a form, the main personal information relates to the candidate. Data protection rights belong to the candidate. We will take account of the candidate's age, understanding and circumstances when dealing with requests.

4. Information we collect

Depending on the service and qualification, we may collect:

Category	Examples
Identity and contact details	name, previous names, title, date of birth, address, email address, telephone number, signature, photograph and identity-document details or copies where required
Candidate and qualification details	candidate number, Unique Candidate Identifier (UCI), Unique Learner Number (ULN), previous centre details, awarding organisation, qualification, subject, tier, component, examination series and entry history
Booking and communication records	enquiries, booking forms, correspondence, attendance, examination timetable, room or seating information, and records of instructions or decisions
Assessment records	work submitted, marks, grades, results, certificates, post-results service requests, appeals and related records, where held by Bay
Payment and financial details	payer details, invoices, amounts, payment status, refunds and transaction references; card details are normally handled by the payment provider and are not retained by Bay
Access-arrangement and health information	information about disability, health, special educational needs, temporary injury, normal way of working and supporting evidence needed to consider reasonable adjustments or special consideration
Safeguarding, conduct and security information	emergency contacts, safeguarding information where relevant, identity-check records, examination incidents, suspected malpractice, complaints and investigation records
Technical information	information generated when online forms, systems or assessments are used, such as login, audit, device and security records

5. How we obtain information

We collect information directly from candidates and from people acting for them. We may also receive it from a parent or carer, school, college, local authority, employer, previous examination centre, assessor, awarding organisation, regulator, payment provider or other body involved in the examination process. If another organisation books on a candidate's behalf, that organisation should ensure the candidate receives this notice.

6. Why we use information and our lawful bases

We only process personal information where we have a lawful basis. More than one basis may apply to the same activity.



Purpose	Lawful basis under Article 6 UK GDPR
Manage enquiries, bookings, entries, payments and refunds; provide exam services	Contract - processing is necessary to take steps at the candidate's request or perform the examination-services contract
Comply with awarding-organisation, examination-security, tax, accounting, safeguarding and other binding requirements	Legal obligation, where a law requires the processing; and legitimate interests where the requirement is contractual or regulatory rather than statutory
Verify identity, prevent fraud, maintain exam integrity, investigate incidents, malpractice, complaints and appeals	Legal obligation where applicable; otherwise legitimate interests in secure, fair and defensible examination administration and protecting candidates and awarding organisations
Communicate timetables, instructions, results, certificates and service updates	Contract and legitimate interests in effective administration
Maintain business, audit, insurance and legal-claims records	Legal obligation and legitimate interests in accountability, establishing or defending legal rights, and running our services
Protect IT systems and keep audit logs	Legitimate interests in information security, service continuity and preventing misuse

7. Health, disability and other special-category information

Health and disability information receives additional protection. Where it is necessary to consider or provide access arrangements, reasonable adjustments or special consideration, Bay relies on an Article 6 lawful basis described above and an additional condition under Article 9 UK GDPR. This will normally be Article 9(2)(g), substantial public interest, together with the equality-of-opportunity or treatment condition in Schedule 1, Part 2 of the Data Protection Act 2018. Article 9(2)(f), establishment, exercise or defence of legal claims, may apply where relevant. We collect only the information reasonably needed for the application or decision. Where required, relevant details and evidence may be submitted through an awarding organisation's access-arrangements system or provided to an awarding organisation, assessor or inspector. Bay maintains an Appropriate Policy Document where this is required by law.

We do not rely on consent for processing that is necessary to provide the booked examination service or comply with examination requirements. If we ask for consent for a genuinely optional use, we will explain that use separately and consent may be withdrawn at any time without affecting processing already carried out lawfully.

8. If information is not provided

Some information is required to identify the candidate, make a valid entry, take payment, administer the examination and comply with awarding-organisation rules. If required information or evidence is not provided, we may be unable to accept or complete a booking, obtain an access arrangement, release information, or provide part or all of the requested service. We will explain this where possible.

9. Who we share information with

We share only information that is relevant and necessary. Recipients may include:

- awarding organisations and their contractors or assessment associates;



- the Joint Council for Qualifications (JCQ), Ofqual and other relevant qualification regulators;
- schools, colleges, local authorities, employers or other commissioning organisations where they arranged or funded the entry and are entitled to receive the information;
- assessors, invigilators, examination staff, couriers and secure-storage providers;
- IT, communications, online-assessment, records-management and payment-service providers acting under appropriate contractual controls;
- professional advisers, auditors, insurers and legal representatives; and
- police, safeguarding partners, courts, government bodies or regulators where disclosure is required or otherwise lawful.

Awarding organisations and regulators may use candidate information for qualification administration, statistical analysis, standards and research, fraud or malpractice prevention, regulatory oversight, and matching or confirming achievement records. Their own privacy notices explain their processing in more detail.

10. International transfers

We aim to keep personal information within the United Kingdom. Some awarding organisations or service providers may process information outside the UK. Where a restricted international transfer takes place, we will ensure that an approved safeguard is used, such as UK adequacy regulations, the UK International Data Transfer Agreement or the UK Addendum to approved standard contractual clauses, unless a legal exception applies. Further information about relevant safeguards is available on request.

11. How long we keep information

We keep information only for as long as it is needed. The period depends on the type of record, current awarding-organisation and JCQ requirements, safeguarding needs, financial law and whether a complaint, appeal, investigation or legal claim is active.

Record	Typical retention period or criterion
Uncompleted enquiries or quotations	Normally up to 12 months after the last meaningful contact, unless needed for a complaint or legal claim
Booking, candidate-entry, attendance, correspondence, results and certificate-administration records held by Bay	Normally six years after the end of the relevant examination series or completion of the service, unless an awarding organisation requires a different period or an issue remains open
Invoices, payment and accounting records	Six years after the end of the relevant financial year, or longer if required by tax or accounting law
Access-arrangement applications and supporting evidence	For the period required by the applicable awarding-organisation and JCQ rules, including any inspection, post-results, appeal or malpractice period; then securely deleted unless continued retention is justified
Malpractice, complaint, appeal, safeguarding or legal-claim records	For the applicable statutory, regulatory or limitation period and while any related matter remains active



Record	Typical retention period or criterion
Identity-document copies	Only while required for identity verification, awarding-organisation evidence or an active dispute, then securely deleted; verification outcomes may be retained with the examination record
IT security and audit logs	Normally up to 12 months, unless required for investigation, security or legal purposes

Awarding organisations may retain examination information for different periods as independent data controllers. When information is no longer required, it is securely deleted or anonymised.

12. How we protect information

We use proportionate organisational and technical measures designed to protect personal information against accidental or unlawful loss, alteration, disclosure or access. These include access controls, staff confidentiality and training, secure systems and storage, controlled sharing, supplier checks, backups, incident-management procedures and secure disposal. Access is limited to people who need the information for an authorised purpose.

13. Automated decision-making

Bay does not make decisions about candidates based solely on automated processing where the decision would have a legal or similarly significant effect. Awarding organisations may use automated checks as part of assessment security, identity matching or malpractice detection; their privacy notices provide further details where applicable.

14. Your data protection rights

Depending on the circumstances and lawful basis, you may have the right to:

- be informed about how your information is used;
- request access to your personal information and obtain a copy;
- ask us to correct inaccurate or incomplete information;
- ask us to erase information in certain circumstances;
- ask us to restrict processing in certain circumstances;
- object to processing based on legitimate interests;
- receive certain information in a portable format where the right applies; and
- withdraw consent at any time where a particular optional activity relies on consent.

Your right to object

You have the right to object to processing based on our legitimate interests. Tell us why you object and we will stop unless we can demonstrate compelling legitimate grounds that override your interests, rights and freedoms, or the processing is needed for legal claims. You have an absolute right to object to direct marketing; Bay does not use examination-booking information for direct marketing unless this has been separately and lawfully arranged.

These rights are not absolute. For example, we may need to retain or disclose examination records to comply with law or awarding-organisation requirements. To exercise a right, contact the Data Protection Lead using the details in section 2. We may need to verify identity. We normally respond within one month, although the law allows an extension for complex or multiple requests. We do not normally charge a fee.

A parent or carer may make a request for a child, but we may need to consider the child's age, competence, wishes and best interests before disclosing information.

15. Concerns and complaints

Please contact Bay first if you have a question or concern so that we can try to resolve it. You also have the right to complain to the Information Commissioner's Office (ICO), the UK regulator for data protection:

Website: <https://ico.org.uk/make-a-complaint/>

Telephone: 0303 123 1113

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

You can complain to the ICO at any time, but it will normally expect you to have raised the matter with us first.

16. Changes to this notice

We may update this notice when our examination services, suppliers, legal duties or regulatory requirements change. The current version will be made available on our website and, where appropriate, linked from the examination booking form. Material changes will be brought to affected candidates' attention where practicable.

Publication note

This examinations notice should be read alongside any wider Bay privacy notice, examination terms and conditions, and the privacy information of the relevant awarding organisation. If there is a conflict about an awarding organisation's own processing, its privacy notice governs its activities as an independent data controller.