

ICTQual AB



Data Protection and UKGDPR Compliance Policy

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1. Purpose

This policy outlines ICTQual AB's commitment to complying with data protection laws, including the General Data Protection Regulation (UKGDPR) and the UK Data Protection Act 2018. It ensures the lawful, transparent and secure handling of personal data.

2. Scope

This policy applies to:

- ICTQual AB staff, contractors and representatives.
- Approved Training Centres (ATCs).
- Learners, assessors, moderators and external stakeholders.
- All personal data is processed by ICTQual AB, in physical or digital formats.

3. Policy Statement

ICTQual AB is committed to safeguarding personal data, ensuring compliance with UKGDPR principles and respecting the rights of data subjects. The organization will only collect and process data that is necessary for its operations and qualifications delivery.

4. Legal Framework

This policy complies with:

- General Data Protection Regulation (UKGDPR)
- UK Data Protection Act 2018
- Privacy and Electronic Communications Regulations (PECR)

5. Roles and Responsibilities

5.1 Data Protection Officer (DPO)

ICTQual AB will appoint a DPO responsible for overseeing data protection compliance, responding to data subject requests and managing data breaches.

5.2 All Staff and ATCs

- Ensure compliance with data protection policies.
- Report any suspected data breaches or non-compliance.

6. Key Principles of Data Protection

ICTQual AB will adhere to the following UKGDPR principles:

1. Lawfulness, Fairness and Transparency

- Data will be processed lawfully, fairly and transparently.

2. Purpose Limitation

- Data will only be collected for specified, explicit and legitimate purposes.

3. Data Minimization

- Only data that is necessary for the stated purpose will be collected.

4. Accuracy

- Data will be kept accurate and up-to-date.

5. Storage Limitation

- Data will be retained only as long as necessary for its purpose.

6. Integrity and Confidentiality

- Data will be processed securely to protect against unauthorized access, loss or damage.

7. Data Subject Rights

ICTQual AB recognizes and upholds the following rights of data subjects:

- **Right to Access:** Access their personal data and understand how it is processed.
- **Right to Rectification:** Request corrections to inaccurate or incomplete data.
- **Right to Erasure:** Request deletion of their personal data (Right to be Forgotten).
- **Right to Restriction:** Restrict processing of their personal data.
- **Right to Data Portability:** Receive their data in a portable format.
- **Right to Object:** Object to processing based on legitimate interests or direct marketing.
- **Rights Related to Automated Decision-Making:** Challenge decisions made solely by automated processing.

Data subjects can submit requests through ICTQual AB's designated channels.

8. Data Collection, Processing and Storage

8.1 Data Collection

ICTQual AB will:

- Obtain consent from data subjects before collecting personal data.
- Provide a privacy notice detailing the purpose of data collection

8.2 Data Processing

- Data will be processed in line with UKGDPR principles and only for legitimate purposes.
- Special category data (e.g., health or ethnicity) will be processed with explicit consent.

8.3 Data Storage

- Personal data will be stored securely, using encryption and access controls where necessary.
- Physical records will be stored in locked, secure locations.

9. Data Sharing and Transfer

ICTQual AB will:

- Only share data with authorized third parties under lawful processing conditions.
- Ensure international data transfers comply with UKGDPR requirements, including the use of Standard Contractual Clauses (SCCs) where applicable.

10. Data Breach Management

10.1 Identifying a Breach

- A data breach is any incident that leads to unauthorized access, loss or disclosure of personal data.

10.2 Reporting a Breach

- Staff and ATCs must report suspected breaches immediately to the DPO.
- A Data Breach Reporting Form

10.3 Responding to a Breach

- Breaches will be assessed within 24 hours to determine their severity.
- Significant breaches will be reported to the Information Commissioner's Office (ICO) within 72 hours.

11. Data Retention and Disposal

- Data will be retained in line with ICTQual AB's retention schedule and legal requirements.
- Personal data no longer required will be securely deleted or anonymized.

12. Training and Awareness

- All staff and ATCs will receive regular training on data protection and UKGDPR compliance.
- Awareness campaigns will ensure a culture of data protection within the organization.

13. Monitoring and Review

- This policy will be reviewed annually or in response to legislative changes.
- Regular audits will ensure compliance with data protection requirements.

Contact Us

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