



The Qualification Hub

Policy, Procedures and Documents

Website & Operational Privacy Policy

Version

1.0

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Reviewed By

TQH Board of Directors

thequalificationhub.com |



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1. Introduction & Data Controller Overview

The Qualification Hub Limited ("TQH", "we", "us", or "our") is a regulated Awarding Organisation. We are committed to protecting the privacy, security, and confidentiality of all personal data provided to us by learners, approved centre staff, assessors, internal staff, and website visitors.

This Privacy Policy explains how TQH collects, uses, stores, shares, and safeguards personal data in compliance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and Regulators regulatory requirements.

Data Controller Status & Platform Architecture

- TQH as Data Controller: TQH acts as the primary Data Controller for all qualification records, learner data, centre approval documentation, and operational data processed across our business and online systems.
- Creatio Ltd as Data Processor: Our awarding and management platform, The Hub, is powered by *creatiogreen* software provided by Creatio Limited, who acts as our contracted Data Processor under Article 28 of the UK GDPR. Creatio operates under strict data processing agreements and technical safeguards on TQH's instructions.

2. Our Data Protection Principles

TQH adheres strictly to the core principles set out in UK GDPR. We ensure that all personal data is:

1. Processed lawfully, fairly, and transparently.
2. Collected for specified, explicit, and legitimate purposes and not further processed in a manner incompatible with those purposes.
3. Adequate, relevant, and limited to what is necessary for the processing purpose.
4. Accurate and, where necessary, kept up to date.
5. Kept in a form permitting identification for no longer than is necessary.
6. Processed with appropriate security, including protection against unauthorized processing, accidental loss, destruction, or damage.

3. Personal Data Collection

We collect learner, centre, and staff personal data for qualification administration and compliance.

4. Technical Security & Platform Hosting

- UK Cloud Hosting: Data on The Hub is hosted in secure UK data centres provided by iomart via Creatio Ltd.



- Encryption: All data in transit uses TLS encryption, and databases are encrypted at rest.
- Security Certifications: Platform operations are certified to ISO 27001, ISO 22301, Cyber Essentials, and Cyber Essentials Plus.
- Access Control: Multi-Factor Authentication (MFA) and Role-Based Access Control (RBAC) enforce system security.

5. Data Sharing

TQH does not sell personal data. Data is shared only with qualification regulators (Ofqual, CCEA Regulation) and contracted technology processors (Creatio Ltd, Barracuda Networks) under strict data processing agreements.

6. Data Retention

- Learner qualification and certification records are retained permanently in line with Ofqual regulatory requirements.
- Centre approval and quality assurance records are retained for the duration of the Centre Agreement plus 7 years.

7. Individual Rights Under UK GDPR

Individuals have the right to access (SAR), rectify, erase, or restrict processing of their personal data. Requests can be submitted under our Personal Data Requests Policy.

8. Cookies

Necessary and analytical cookies are used on the public website and The Hub to maintain secure sessions and optimize performance.

9. Complaints & Contact

Contact the Head of Quality Assurance via qualityassurance@thequalificationhub.com Complaints can also be submitted to the Information Commissioner's Office (ICO).

