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Learner Privacy Statement

Excellence, Achievement and Learning (EAL) Ltd

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EAL (Excellence, Achievement & Learning Ltd) is registered in England and Wales (02700780). Registered office: Lytchett House, 13 Freeland Park, Wareham Road, Poole, Dorset, BH16 6FA

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Version Number	Section Reference	Author	Summary of Changes	Date
1	Whole document	CX	Prepared Policy	20/03/2026



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EAL Learner privacy statement and notice

1. Introduction

EAL (Excellence, Achievement & Learning Ltd) is committed to protecting your personal data and being open and transparent about how we use it. This privacy statement explains how we collect, use, store and share personal data relating to learners and apprentices who are registered with EAL.

If you are a learner registered with EAL to undertake learning, assessment or certification, please read this notice carefully. It explains who we are, what personal data we collect, how and why we use it, your rights under data protection law, and how to contact us if you have any questions or concerns.

2. Who are we?

For the purposes of UK data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, Excellence, Achievement & Learning Ltd (EAL) is the *data controller* of learner personal data.

In some circumstances, learners may be registered with approved centres outside the UK. Where this applies, EAL remains the data controller and learner personal data is processed in accordance with UK data protection law, with appropriate safeguards in place.

EAL is an awarding organisation that designs and awards qualifications and assessment services. EAL (Company No: 02700780) Registered address: EAL, Lytchett House, 13 Freeland Park, Wareham Road, Poole, Dorset, BH16 6FA

If you have any questions about this privacy statement or how we use personal data, you can contact us at:

Email: GDPR@enginuity.org

3. What personal data do we collect?

We collect personal data that is necessary to deliver our qualifications, assessments and services. This may include:

- Your name, date of birth and contact details
- Learner registration and assessment details

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- Information required to issue certificates or digital credentials
- Records relating to quality assurance, investigations, complaints or appeals
- Information needed to consider reasonable adjustment requests
- Information required to organise and deliver assessments

This information is usually provided to us by approved centres, training providers, employers, or other organisations you are registered with.

If you sit a remotely invigilated assessment, we may also collect identity verification information and recordings of test activity, such as images or screen recordings, to protect the integrity of assessments.

4. How do we process your personal data?

We process your personal data where necessary to carry out our role as an awarding organisation, including to:

- Register you for qualifications and assessments
- Administer and quality assure assessments
- Issue certificates, replacement certificates or digital credentials
- Support reasonable adjustments
- Investigate complaints, appeals or potential malpractice
- Communicate with you where needed in relation to your learning or assessment

We process personal data mainly on the basis of our *legitimate interests* and to meet our legal and regulatory obligations.

Where we send marketing or service-related communications, you will always have the option- to change your preferences or unsubscribe.

5. Special category data

In some circumstances, we may process special category data (such as health information) where this is necessary, for example:

- To assess and implement reasonable adjustments
- As part of an investigation, complaint or appeal
- To meet regulatory or legal requirements



This data is handled with additional safeguards and only when permitted by law.

6. Who do we share your personal data with?

We may share learner personal data with relevant third parties where necessary, including:

- Approved centres, training providers and employers (relevant to your qualifications and assessments)
- Regulators and public authorities (such as Ofqual, QSA, CCEA, Qualification Wales)
- Professional or sector bodies
- Service providers who support assessment, certification or IT systems

We may share learner personal data with trusted third-party organisations where necessary to deliver our qualifications and services. This can include professional advisers, individuals and organisations involved in assessment, quality assurance and certification, digital certificate providers, and organisations that help us improve our website. We ensure appropriate contracts and safeguards are in place to protect personal data, including where information is transferred outside the UK, in line with data protection law.

7. How long will we keep your personal data?

We keep learner personal data only for as long as necessary to:

- Maintain accurate learner and certification records
- Issue replacement certificates
- Respond to queries, complaints or appeals
- Meet legal, contractual and regulatory requirements

Retention periods are reviewed regularly to ensure compliance with data protection law.

8. How do we protect your personal data?

We take reasonable steps to protect learner personal data, including ensuring our staff understand their information security responsibilities, providing appropriate training, and restricting access to those with a genuine business need.



We have measures in place to prevent loss or unauthorised access to personal data and clear procedures for managing any data security incidents. Where required by law, we will notify affected individuals and relevant regulators.

Data protection and information security risks are also considered as part of our project management and change control processes, helping ensure system changes align with legal requirements and good practice.

9. Your rights

Under UK data protection law, you have a number of rights in relation to your personal data. EAL is committed to respecting these rights and handling any requests fairly, transparently and within required legal timescales.

Your rights include:

- **Right to access your data**

You have the right to request a copy of the personal data EAL holds about you and to understand how it is being used. If you make a request, we will verify your identity and provide the information in a clear and accessible format.

- **Right to correct inaccurate data**

If you believe that any personal data, we hold about you is inaccurate or incomplete, you can ask us to correct or update it. Where appropriate, we will also notify relevant third parties, such as centres or service providers, of the correction.

- **Right to request deletion of data**

In certain circumstances, you may ask us to delete your personal data. We will consider each request carefully and explain where data must be retained to meet legal, regulatory or awarding organisation requirements.

- **Right to restrict or object to processing**

You have the right to ask us to restrict how your personal data is used, or to object to certain types of processing. We will review your request and explain whether and how it can be applied in line with our obligations.

- **Right to data portability**

Where applicable, you may request that we provide your personal data in a structured, commonly used format, or transfer it to another organisation, where this is technically feasible.



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- **Right to be informed and treated fairly**

You have the right to clear information about how your personal data is used and to expect that it is handled lawfully, securely and with appropriate safeguards.

If you wish to exercise any of these rights, please contact us using the details provided in this privacy statement. We may need to request additional information to confirm your identity before responding. EAL will respond to all valid requests within the timescales set out in data protection law.

10. Feedback, Concerns and Complaints

If you have feedback or concerns with how we handle your personal data, you can raise this to us directly through EAL's Feedback and Complaints process. Learners can share feedback or raise a concern at any time by following our published policy available via [Feedback and Complaints Policy](#).

If you are unhappy with how we handle your personal data, you have the right to raise a complaint with us by writing to us using the details mentioned above, and please provide the following.

- Your name and contact details
- A clear description of your concern
- Any relevant dates or reference numbers

We will respond as soon as possible and without undue delay and our response will explain the investigation, our findings, and the next steps we intend to take.

If you are unhappy with the result of any internal investigation, you have the right to raise this to the Information Commissioner's Office (ICO), or if you believe your data protection rights have been breached. More information is available at: <https://ico.org.uk>

Changes to our Notice

We may update this privacy statement from time to time. Any changes will be published on our website, and where appropriate, we will notify you directly.