



Teaching
Regulation
Agency

Privacy notice: helpdesk service

Who we are

The [Teaching Regulation Agency \(TRA\)](#) is an executive agency of the Department for Education (DfE). We act on behalf of the Secretary of State for Education as the competent authority for teaching in England.

We maintain the central list of qualified teachers in England and provide access to it to teachers and relevant organisations for safeguarding purposes.

We operate a helpdesk service to assist stakeholders, such as teachers and schools, with enquiries about the data on our records and to provide guidance for using our digital services.

For the purpose of data protection legislation, DfE is the data controller for the personal data we hold and process.

What data we collect

The personal data we collect will depend on whether you're emailing or calling us, and whether you are contacting us as a teacher or in an administrative capacity (for example, you work in an educational institution such as a school).

The personal data we collect for teachers and other people whose data we maintain on the central list of teachers in England are:

- personal identifiers (name, date of birth, national insurance number, teacher reference number (TRN))
- contact information (email address, home address, telephone number)
- teacher status (qualified teacher status (QTS) or early years teacher status (EYTS), induction status, initial teacher training (ITT) result)
- qualifications (previous degrees)
- supplementary teaching qualifications (mandatory qualifications, national professional qualifications)
- employment details (current employer)
- any self-declared restriction in relation to teaching (for example, barring or prohibition)

The personal data we collect for people who contact us in an administrative capacity are:

- personal identifiers (name)
- contact information (email, phone number)

Why we need your data

We hold and process personal data to support the delivery of our functions, which support education services and help to maintain public confidence in the teaching profession.

Our legal basis for processing your data

So that our use of your personal data is lawful, we need to meet one (or more) conditions in the data protection legislation. For our helpdesk service, this is to perform a public task carried out in the public interest as part of our function as a department as set out in Article 6(1)(e) UK General Data Protection Regulation (UK GDPR).

If you wish for us to share your personal data with an external body, such as a competent authority or school employer, then we will require a formal written request and approval to do so from yourself.

What we do with your data

We use your personal data to deliver a helpdesk service that assists you in using our services. These services can include if you are a:

- teacher – providing access to your data on our central record of qualified teachers in England, and ensuring your record remains accurate
- school administrator – supporting you in conducting employment checks to ensure you do not employ a teacher who has been prohibited
- representative of an organisation that returns data to us – assisting you in using our systems where queries arise

We ensure our processing of your data, and the sharing of your data, complies with data protection legislation.

We use our telephony and email systems to support your customer journey as you interact with us and we will also use them to send you relevant information and opportunities to contribute to optional customer improvement surveys which, while anonymous, do help us to review our ongoing customer-focused operations.

When personal data is shared with us, we may share it with other approved data sources, such as employers, to ensure the delivery of education services. If you contact us:

- as a teacher to discuss your own record – you can read about who we may share your data in the [teacher self-service privacy notice](#)
- to discuss someone else's data (for example you work in a school and you want to discuss the teachers you employ) – we will not share your personal information with anyone, other than the systems we use for our email and telephone services

You can find more information about how we handle personal data in DfE in the [personal information charter](#).

How long we keep your data

Where your data is shared with you, or other parties, through email, it is retained in a third-party correspondence management system and Microsoft Outlook for a period of 6 months. We reserve the ability to retain specific correspondence for longer where there is a business need to (for example, contentious cases).

All telephone enquiries received through the helpdesk are recorded for training and monitoring purposes. Calls will be stored for access within our system for 6 months and then archived for an additional 6 months. All calls are permanently deleted after 12 months.

Our helpdesk staff receive regular training on how to handle personal information confidentially. We treat the security of your information very seriously and have strict security standards.

Please note that, under section 33 of the Data Protection Act, and in compliance with the relevant conditions, we can lawfully keep personal data processed purely for research purposes indefinitely. You have the right to object to our retention policy.

Your data protection rights

You have the right to:

- ask us what information we hold about you
- have your personal data rectified if it is inaccurate or incomplete
- request the deletion or removal of personal data where there is no compelling reason for its continued processing
- restrict our processing of your personal data (for instance, allow us to store it but not process it further)
- object to direct marketing (including profiling) and processing for the purposes of scientific or historical research and statistics
- not be subject to decisions based purely on automated processing where it produces a legal or similarly significant effect on you

You can contact us regarding any of this information by email at qts.enquiries@education.gov.uk.

Further information about your data protection rights is available from the [Information Commissioner's website](#).

How to make a complaint

TRA relies on public task as its legal basis for processing personal data in line with our statutory regulatory responsibilities as per section 8 of The Education Act 2011. This means we do not need your consent to share personal information.

If you are unhappy with our use of your personal data, please email qts.enquiries@education.gov.uk.

You can also contact the DfE Data Protection Office:

Deputy Director, Departmental Data Protection Officer
Wellington Place
Leeds
LS1 4AP
data.protection@education.gov.uk

Alternatively, you have the right to raise any concerns with the [Information Commissioner's Office \(ICO\)](#).

Changes to this notice

We may change this privacy notice. It was last updated May 2022. Any changes will be applied to you and your data as of that revision date. We recommend that you periodically review this privacy notice. A copy of this [privacy notice is on GOV.UK](#).