

## Ofqual external expert: privacy statement



As part of our recruitment of external experts' procedure, Ofqual collects and processes personal data relating to applicants. Ofqual is committed to being transparent about how it collects and uses your personal data and to meeting our data protection obligations.

### **Why we process your personal data (the legal basis)**

Ofqual needs to process your personal data prior to entering into a contract with you. We may also need to process your data when we enter into a contract with you.

Sometimes, we will also need to process your personal data in order to comply with our legal obligations. If your application is successful, we may also ask for further information about any court judgements, legal proceedings or bankruptcies you have disclosed as part of our due diligence processes.

We also publish your name and selected details about your background if your application is successful, as set out in the terms and conditions. Your information may also be used for promotional purposes, but we will seek your consent prior to use of your information as part of a promotion activity.

Ofqual has a legitimate interest in processing personal data during the external expert recruitment process and for keeping records of that process.

Processing your personal data from the external expert application allows Ofqual to manage the recruitment process effectively and to assess and confirm your suitability as an expert.

Ofqual is committed to recruiting experts from diverse communities and backgrounds, so it is important that we monitor and analyse equality and diversity information so that we can ensure that our processes are fair, transparent and promote equality of opportunity. This information is collected anonymously and stored separately from the other personal data you provide.

We will collect information on your performance from the person you have worked with at Ofqual. This information will be used as part of the shortlisting process for future

pieces of work and when deciding whether to renew existing external experts contracts. The information collected includes the following:

- quality of work
- working independently
- working to time
- working to specification
- professionalism

You are entitled to request access to the feedback that has been written about you.

### **What personal data we process**

Ofqual collects a range of information about you when you apply to become an external expert and when managing your contract while working for us as an external expert. This includes:

- your name, address and contact details, including email address and telephone number
- details of your knowledge and experience, qualifications and employment history
- information about your right to work in the UK, to be used to inform the type of assignments for which you can be commissioned
- information proving your identity (passport and other identity documentation)
- if successful, we will also need to ask for your bank details in order to ensure you receive payment for the work undertaken

Ofqual collects this information using our online application form, handled by [Smart Survey](#). Your information will be stored and processed by Smart Survey, which is based in the United Kingdom. Your details will not be shared, sold or used for any other purpose. Please refer to the [Smart Survey privacy policy](#) for further information.

We will also collect personal data about you from third parties, such as references supplied by those people you have listed as referees. Ofqual will seek information from third parties only once your application has passed our internal evaluation and approval process; we will inform you when we do this.

## **Who we share your personal data with**

Your personal data may be shared internally for the purposes of the recruitment exercise. This includes members of staff involved in the evaluation and moderation of your application and those who administer the external application process.

It will also be shared with Ofqual staff involved in the commissioning and allocation of work; this may include any feedback on your file relating to your performance on previous assignments. As part of your commission, Ofqual staff will need to contact you to arrange meetings and for you to provide feedback. Occasionally, we will share your information with our legal and procurement teams to provide us with advice regarding contractual issues.

Ofqual will share your data with third parties if your application to become an External Expert is successful. In such cases, we will contact the referees you have provided in your application to obtain references for you.

In some circumstances, we may be required to share your information with other authorities to fulfil our legal obligations.

## **How long we keep your personal data for**

Your personal data will be stored on our online application system, in our secure document management system and our email system.

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- all applications, including partially completed applications will be deleted from Smart Survey after 1 month of the start date. Completed applications are downloaded from Smart Survey and securely stored by Ofqual.
- if your application is unsuccessful (or you withdraw your application), Ofqual will keep your data on file for 6 months from the date of receipt. At the end of that period, your data is deleted or destroyed.
- if your application to become an expert (or to renew your tenure) is successful, personal data gathered during the application process will be transferred to your individual file and retained throughout your tenure with Ofqual, plus an additional 2 years.
- if you have applied to renew your tenure as an expert and are subsequently unsuccessful, your personal data will continue to be retained for 2 years following the submission of your renewal application and then all your data will be deleted.

- applications for additional expertise will be added to your individual file and retained throughout your tenure, plus 2 years.
- if either party terminates the contractual arrangement, Ofqual will keep your data on file for a further two years after the contract termination date.

## **Your rights**

Under the data protection legislation you have a number of rights in relation to your personal data. You can:

- access and obtain a copy of your data on request
- require Ofqual to change incorrect or incomplete data
- require Ofqual to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing

However, due to the purposes for which Ofqual may be processing your personal data, we may not be able to comply with some requests due to our legal or contractual obligations.

You are under no statutory or contractual obligation to provide data to Ofqual during the application process. However, if you do not provide the information, Ofqual will not be able to process your application properly or at all.

## **How Ofqual protects your personal data**

All Ofqual staff are required to respect the personal data and privacy of others and must ensure that appropriate protection and security measures are taken against unlawful or unauthorised processing of personal data. This includes controls to protect against the accidental loss of, or damage to personal data and to ensure that personal data is not accessed except by our employees in the proper performance of their duties.

The data protection legislation includes provisions that promote accountability, good information governance and data security. Ofqual has technical, procedural, administrative controls and processes in place to make sure your personal data is protected; these are supported and underpinned by a number of information assurance and security policies and guidance.

For more information, please contact Ofqual's Data Protection Officer (contact details given below).

## **Contact information:**

You can contact Ofqual at:

Ofqual  
Spring Place  
Herald Avenue  
Coventry  
CV5 6UB

Email [public.enquiries@ofqual.gov.uk](mailto:public.enquiries@ofqual.gov.uk)

Telephone 0300 303 3344

You can contact Ofqual's Data Protection Officer at [dprequests@ofqual.gov.uk](mailto:dprequests@ofqual.gov.uk)

## **Making a complaint:**

If you believe that Ofqual has not complied with your data protection rights, please contact Ofqual's Data Protection Officer in the first instance. Or if you wish to make a formal complaint to Ofqual about how we process your personal data, please visit our complaints procedure page at

<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

You also have the right to make a complaint to the Information Commissioner's Office (ICO) at:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113

[www.ico.org.uk](http://www.ico.org.uk)