



QQI

Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

Data Protection Privacy Statement for Learners

This privacy statement explains how Quality and Qualifications Ireland (QQI) collects, stores, uses, and shares your personal data. It also explains your rights in relation to the personal data we hold.

We process this data to carry out our functions under the 2012 Act and to comply with the law. This personal data is subject to data protection legislation and QQI is committed to complying with all legislative requirements. This statement outlines how we use the personal data that we collect and store.

For information on QQI's Data Protection Policies and Procedures, please click [here](#).

As a learner/student who has earned or will earn a QQI award (including the awards of our legacy awarding bodies (NCEA, NCVA, HETAC, FETAC) some of your personal data will be processed by us. The data held by us is collected from a variety of sources, mainly from yourself as it is the data you give to the provider of the course/programme . It may also come from other sources, e.g. CAO if you have applied for a college place using your QQI award.

In general, we do not transfer your data outside of the EEA. If data is transferred outside the EEA measures, consistent with the legislation, are put in place to ensure adequate protection of that data.

1. What data do we collect about you?

If you have undertaken a course/programme with an education and training provider that offers programmes leading to a QQI award, you will have been asked for personal information including the following:

- PPSN (QQI uses your PPSN as a unique identifier. It allows all your achievements to be kept within one record on the QQI certification system.)
- Name (Your name is recorded because it is printed on your certificate)

- Date of Birth (Your date of birth is used for statistical purposes. It can also help to trace your records on the certification system, especially if you were certified by any of QQI's legacy bodies (NCEA, NCVA, HETAC, FETAC).
- Your Home Address. (QQI 's legacy awarding bodies used a home address as another means of tracing a learner/student record.

Many course/programme participants and former award holders contact QQI directly for a number of reasons. The most common of these is to request a verification of the award(s) they have achieved over the years for employment or residency evaluation purposes. In order to provide such verifications QQI needs your personal details (PPSN, name, etc.) to accurately trace your records.

In addition to the normal standards of confidentiality, we carefully control access to sensitive data e.g. gender, so that it is only available to people who require it to perform their duties.

2. How do we use your personal data?

QQI holds your personal data in order to make awards based on your course/programme of study. Under Data Protection Legislation, we must have a lawful basis for using personal data. The lawful basis relates to our function under the 2012 Act to make awards based on your achievement.

QQI also uses this data for research and statistical analysis purposes. It publishes a range of anonymised reports using the data it collects, e.g. the profile of learner achievements in Further Education, annual statistical reports on the QQI awards made in Ireland etc.

3. Do we share your data with third parties?

We will release data about you to third parties (i.e. outside QQI) when we have a legitimate reason and usually with your consent, e.g. to confirm an award with your employer, or to confirm an award you have achieved with your current education and training provider. QQI provides a specific range of award data on behalf of learners to the CAO in instances where they wish to use their QQI award to access a college place.

If the processing of your personal data is based on your consent, you may withdraw consent at any time by contacting the unit that obtained that consent, or the Data Protection Officer.

4. How do we store your Personal Data?

We will retain your personal data for no longer than is necessary for the purpose for which we collected it, and in accordance with any requirements that are imposed by law. For some processing activities we may keep the data for a long time e.g. awards records, while for other activities data will be deleted after a shorter period, e.g. queries are deleted after two years.

To ensure the security of your personal data we

- limit access to your personal data to those with a legitimate need to know, and ensure that they are subject to confidentiality; and
- have procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data), including the notification of you and/or the Data Protection Commission's Office when we are legally required to do so.

5. What are your Data Protection Rights?

Under the Data Protection Legislation, you have the following rights:

- a) The right to be **informed** about our collection and use of your personal data.
- b) The right to **access** the personal data we hold about you.
- c) The right to have your personal data **corrected** if your personal data held by us is inaccurate or incomplete.
- d) The right to be **forgotten**, i.e. the right to ask us to delete, or dispose of, any of your personal data that we hold, subject to certain restrictions.
- e) The right to **restrict** (i.e. prevent) the processing of your personal data.
- f) The right to **object** to us using your personal data for a particular purpose or purposes.
- g) The right to **withdraw consent** at any time to us using your personal data.
- h) The right to **data portability**. You may request a copy of your personal data to re-use with another service or business in many cases.

- i) Rights relating to **automated decision-making and profiling**. We do not use your personal data in this way.

If you would like to exercise any of these rights please click [here](#).

6. Changes to this Privacy Statement

QQI reserves the right to modify this Privacy Statement at any time. This may be necessary if the law changes, or if we change our business in a way that affects personal data protection.

This Privacy Statement was last updated on 08/07/2021.

7. How to contact us?

If you have any questions about the data we hold on you, please contact us at:

- 26/27 Denzille Lane, Dublin 2, D02 P266, Ireland
- email: DPO@qqi.ie

8. Questions and Complaints

If you wish to report a complaint, or if you feel that QQI has not addressed your concerns in an appropriate manner, you may contact the Office of the Data Protection Commission

- www.dataprotection.ie
- **Address:** Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, D02 RD28, Ireland
- **email:** info@dataprotection.ie