

WALLED GARDEN PRIVACY POLICY

This policy sets out the ways in which we may collect and use candidate data via our website www.walledgarden.com (**Walled Garden**).

For the purpose of the Data Protection Act 1998 (**DPA**), the data controller is The City and Guilds of London Institute (**we** or **our** or **us**). We are a body incorporated by Royal Charter and registered as a charity in England and Wales (Reg. No. 312832) and in Scotland (Reg. No. SC039576). Our registered office is at 1 Giltspur Street, London EC1A 9DD.

What candidate data do we collect?

We may collect and use the following candidate data:

- information that you provide to us via the Walled Garden. For example, the information you provide when you:
 - enter candidate details
 - upload electronic data interchange (EDI) files
 - purchase products and services
 - schedule online tests
- if you contact us, we may keep a record of that correspondence.

The candidate data we receive from you may include the candidate's:

- name
- date of birth
- unique learner number
- academic course details
- academic results
- access arrangements to enable the candidate to undertake assessments
- image.

By providing candidate data to us, you warrant that you have obtained informed, specific, and express candidate consent to enable us to collect and use such personal data to provide the goods and services available via the Walled Garden in accordance with this privacy policy.

What do we use candidate data for?

We may use the candidate data to:

- register candidates
- make suitable access arrangements for candidates to sit assessments
- assess candidates
- report candidate results
- certificate candidates
- verify the certification of candidates
- supply products and services ordered via the Walled Garden
- provide important information about our products and services.

Disclosure of candidate data

We will not sell or license candidate data to any third party. However, we may disclose candidate data to the following organisations to enable us to provide the goods and services available via the Walled Garden:

- to any member of the City & Guilds group of companies
- to sub-contractors engaged by us to provide goods and services on our behalf
- to the UK Borders Agency if requested for academic verification purposes

- to third parties that require disclosure of personal information in order to provide goods and services you have ordered
- if we are under a duty to disclose or share personal data in order to comply with any legal obligation to do so.

The candidate data submitted via the Walled Garden, including candidate access arrangements, may be viewed and edited by other verified Walled Garden users at your Centre. As a verified Walled Garden user, you undertake not to use or disclose such candidate data other than as specifically authorised by your Centre.

Where do we store candidate data?

All candidate data provided to us is either stored on our secure servers located in the UK, or on the secure servers of sub-contractors that we have engaged to provide services on our behalf.

Please be aware that the transmission of information via the internet is never completely secure. Although we will do our best to protect candidate data, we cannot guarantee the absolute security of data transmitted to or from the Walled Garden.

Cookies

The Walled Garden uses cookies to distinguish you from other users of the Walled Garden. These cookies are important for our website to function properly and for us to provide goods and services to you. For detailed information on the cookies we use and the purposes for which we use them, see our Cookies Policy.

Unsubscribing

You may unsubscribe from any marketing communications at any time by contacting us at unsubscribe@cityandguilds.com or by using the 'unsubscribe' functionality at the foot of any marketing communications send to you.

Corrections

We will correct any inaccuracies to the personal data we hold on request. Please contact centresupport@cityandguilds.com

Links from the Walled Garden

The Walled Garden may contain links to the websites of our partners, affiliates, or other third party organisations. If you follow a link to a third party website, we recommend that you review the privacy policy of the third party website before submitting any personal data.

Access to information

Candidates have the right to request a copy of the personal data we hold at anytime by contacting us at privacy@cityandguilds.com or sending a letter to: Data Protection Officer, City & Guilds, 1 Giltspur Street, London, EC1A 9DD.

We will then provide a subject access request to be completed and returned to us. We may charge a fee of £10 to meet our costs in providing this information.

Changes to this privacy policy

Any changes we may make to this privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

Contact us

Questions, comments and requests regarding this privacy policy may be sent to online@cityandguilds.com.