



GRIFFIN COLLEGE LONDON
(INTERNATIONAL EXAMINATION BOARD)

Data Protection and Privacy Policy

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www.griffincollege.org.uk

Introduction

Griffin College London is committed to data security and the fair, lawful, and transparent processing of personal information. This Data Protection and Privacy Policy explains what personal data we collect, how and why we collect and use it, how it is stored, who it may be shared with, and the rights you have in relation to your personal data.

This policy applies to all personal data collected by Griffin College London when you visit our website, apply for or use our services, or otherwise interact with us. The policy is compliant with current data protection legislation, including the Data Protection Act 2018 and the United Kingdom General Data Protection Regulation (UK GDPR).

Why Griffin College London Collects and Processes Personal and Sensitive Information?

Griffin College London collects and processes personal and, where necessary, sensitive information in order to carry out its legitimate business activities and to meet its statutory and contractual responsibilities. This includes:

- Providing the products and services you have requested;
- Managing communications related to our services, including administrative support;
- Conducting examinations, assessments, and certification activities;
- Carrying out analytical processes to support business functions; and
- Reporting, where required, to our Partner Organisation.

Personal data is processed only where there is a lawful basis for doing so and in accordance with the principles of data protection law.

Where We Store Personal Data?

All personal information provided to Griffin College London is stored on secure servers located within the United Kingdom.

The security of personal information is vitally important to us. Where possible, data is shared and processed in anonymised form. However, in certain circumstances, such as investigations, complaints, or compliance checks, we may be required to process or share identifiable personal data for legitimate business reasons. In such cases, only the minimum necessary information will be shared, and appropriate security measures will be maintained at all times.

How We Collect and Use Personal Information?

Personal information may be collected directly from you or via authorised third parties and will be used only for the purposes outlined in this policy. In particular, we may use personal information to:

- Register you as a candidate and allow you to sit examinations;
- Administer examinations and assessments;
- Conduct examinations and assessments;
- Issue examination results and certificates;
- Manage reviews, appeals, or complaints;
- Facilitate the purchase of books and learning materials;
- Register and publish teacher profiles where applicable;
- Provide services, products, or information requested by you;
- Communicate with training and learning providers where necessary;
- Provide information about our services and activities, where you have given consent;
- Respond to enquiries and communicate with you generally;
- Manage relationships with partners and service providers;
- Analyse and improve our services, activities, systems, and websites;
- Maintain internal records;
- Keep our premises, systems, and facilities safe and secure;
- Administer and operate our websites and digital services effectively;
- Audit and administer accounts;
- Prevent fraud, misuse of services, or other unlawful activities.

Specific Needs and Reasonable Adjustments

Griffin College London may collect information relating to specific needs or disabilities in order to consider access arrangements and reasonable adjustments for candidates sitting examinations. Supporting evidence may be requested where necessary.

- Supporting evidence is retained for a maximum period of six months.
- Records of access arrangements and reasonable adjustments, together with brief details of supporting evidence, are retained indefinitely for compliance purposes.
- Records are deleted if a candidate has not taken an examination for a period of five years.

Access to systems storing supporting documents is strictly restricted to authorised personnel only.

Who We Share Your Information With?

Griffin College London may share personal information with:

- IT support providers and mail delivery companies, where required for operational purposes;
- Our Partner Organisation, RSL Awards, with whom we share anonymised data;
- Regulatory, government, or law enforcement bodies where we are legally required to do so.

We are committed to protecting the rights and privacy of individuals and to safeguarding personal data from loss, misuse, or unauthorised access. All staff are trained to understand their responsibilities in relation to data protection, confidentiality, and the lawful processing of personal data.

How Long We Keep Your Personal Information

Personal information is retained only for as long as necessary to fulfil the purposes for which it was collected and processed.

In general, personal data is removed from our records six years after the date of collection unless:

- It is still required for the purpose for which it was collected;
- We are legally entitled or required to retain it for a longer period; or
- You exercise your right of erasure.

Where you request no further contact from us, we may retain limited information on a suppression list to ensure compliance with your request.

Children's Personal Information

Where Griffin College London processes children's personal information, we do so only with appropriate consent from the child or, where required, from a parent or guardian. Suitable safeguards are always in place to ensure children's personal data is handled with particular care and protection.

Exercising Your Rights

You have the right to withdraw consent at any time where we rely on consent as the lawful basis for processing your personal data. This includes opting out of marketing communications.

Under the UK GDPR, you also have the following rights:

- **Right of access** – to request confirmation of and access to your personal data;
- **Right of erasure** – to request deletion of your personal data where applicable;
- **Right of rectification** – to request correction of inaccurate or incomplete data;
- **Right to restrict processing** – to limit how your data is used in certain circumstances;
- **Right to object** – to object to processing based on legitimate interests, direct marketing, or statistical purposes; and
- **Right to data portability** – to receive certain personal data in a machine-readable format or have it transferred to another provider.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk.

Lawful Bases for Processing

Griffin College London relies on one or more of the following lawful bases under the UK GDPR:

- **Consent** – where you have given clear consent for specific processing activities;
- **Legal obligation** – where processing is necessary to comply with the law;
- **Contract** – where processing is necessary for the performance of a contract with you;
- **Legitimate interests** – where processing is necessary for our legitimate business interests, provided those interests do not override your rights and freedoms.

When relying on legitimate interests, we carefully balance our needs against your rights and will not process personal data where the impact on you would be disproportionate.

Changes to This Policy

Griffin College London may update this Data Protection and Privacy Policy from time to time. Significant changes will be communicated directly where reasonably possible and published on our website.

Last updated : 21/10/2025

Next Review: 21/10/2026

About GCL

Griffin College London is a leading Examination Board to develop the knowledge, skills and practices expected to help organisations flourish, we offer an expansive and creative scope of products and services that help people achieve their potential through Examinations.

We believe in a world where individuals and associations have the certainty and capabilities to thrive, today and in the future. So, we work with like-minded partners to foster the abilities that businesses demand across the world.

Contacts

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