



JAMES MARKS ACADEMY

DATA PROTECTION POLICY (EXAMS)

2025-26

This plan is reviewed annually to ensure compliance with current regulations

Approved/Agreed by			
Head of Centre Scott Martin	SLT Responsible Mark Reynolds	Exams Officer Alison Patel	SENDCo Ashley Purser
Date of next review		October 2026	

Purpose of the policy

This policy details how the centre ensures compliance with the regulations as set out by the Data Protection Act 2018 (DPA 2018) and UK General Data Protection Regulation (GDPR) in relation to all aspects of examinations.

The delivery of examinations and assessments involve centres and awarding bodies processing a significant amount of personal data (i.e. information from which a living individual might be identified). It is important that both centres and awarding bodies comply with the requirements of the UK General Data Protection Regulation and the Data Protection Act 2018 or law relating to personal data in any jurisdiction in which the awarding body or centre are operating.

In JCQ's *General Regulations for Approved Centres* (section 6) reference is made to 'data protection legislation'. This is intended to refer to UK GDPR, the Data Protection Act 2018 and any statutory codes of practice issued by the Information Commissioner in relation to such legislation.

It is the responsibility of the centre to inform candidates of the processing that the centre undertakes. For example, that the centre will provide relevant personal data, including name, date of birth and gender to the awarding bodies for the purpose of examining and awarding qualifications.

All exams office staff responsible for collecting and sharing candidates' data are required to follow strict rules called 'data protection principles' ensuring the information is:

- Used fairly and lawfully
- Used for limited, specifically stated purposes
- Used in a way that is adequate, relevant and not excessive
- Accurate
- Kept for no longer than is absolutely necessary
- Handled according to people's data protection rights
- Kept safe and secure

To ensure that the centre meets the requirements of the DPA 2018 and UK GDPR, all candidates' exam information – even that which is not classified as personal or sensitive – is covered under this policy.

Exams-related information

There is a requirement for the exams officer to hold exams-related information on candidates taking external examinations. For further details on the type of information held please refer to the Candidate information, audit and protection measures section below.

Candidates' exams-related data may be shared with the following organisations:

- Awarding bodies
- Joint Council for Qualifications (JCQ)
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- Joint Council for Qualifications (JCQ)
- Local Authority – Hertfordshire County Council
- Press releases concerning exceptional grades. Pupils would consent to this being published.
- Department for Education
- Board of Trustees/Members
- Other schools within the James Marks Multi-Academy Trust

This data may be shared via one or more of the following methods:

- hard copy

- email
- secure extranet site(s) – e.g: eAQA, OCR Interchange, Pearson Edexcel Online and WJEC secure services
- Arbor
- EDI using A2C (<https://www.jcq.org.uk/about-a2c>) to/from awarding body processing systems
- Learner Record Service

This data may relate to exam entries, access arrangements, the conduct of exams and non-examination assessments, special consideration requests and exam results/post-results/certificate information.

Informing candidates of the information held

We ensure that candidates are fully aware of the information and data held. All candidates are:

- Informed via a Pupil Privacy Notice displayed on the school website
- Given access to this policy via written request

Candidates are made aware of the above at the commencement of their course of studying leading to a vocational qualification, or, where candidates are following GCE and GCSE qualifications, when the entries are submitted to awarding bodies for processing.

Materials which are submitted by candidates for assessment may include any form of written work, audio and visual materials, computer programs and data (“Student Materials”). Candidates will be directed to the relevant awarding body’s privacy notice if they require further information about how their Student Materials may be used by the awarding body.

Candidates eligible for access arrangements/reasonable adjustments which require awarding body approval will be informed that an application for access arrangements will be processed using *Access arrangements online*, complying with the UK GDPR and the Data Protection Act 2018.

Candidates involved in suspected or alleged malpractice will be informed that their personal data will be provided to the awarding body (or bodies) whose examinations/assessments are involved, and that personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies, in accordance with the JCQ document *Suspected Malpractice – Policies and Procedures*.

Candidates will be informed:

- that awarding bodies may be required to provide a candidate’s personal data to educational agencies, such as DfE, ESFA, regulators, HESA, UCAS, Local Authorities and the Learning Records Service (LRS)
- that their personal data may be provided to a central record of qualifications approved by the awarding bodies for statistical and policy development purposes
- of the processing that the centre undertakes, for example, that the centre will provide relevant personal data, including name, date of birth and gender, to the awarding bodies for the purpose of examining and awarding qualifications

Candidates may obtain access to their personal data, such as examination results by applying to the appropriate awarding body’s data protection officer.

Candidates are also referred to the centre’s privacy notice which explains:

- why the JMA needs to collect personal data
- what it plans to do with it
- how long it will keep it

- whether it will be sharing it with any other organisation

Hardware and software

The table below confirms how IT hardware, software and access to online systems is protected in line with DPA & GDPR requirements.

Hardware	Date of purchase and protection measures	Warranty expiry
Desktop Computers	<p>Administrator access restricted to IT Support staff; PC protected by real time antivirus software; security updates automatically deployed; users access profiles created for role specific requirements; user password policy rigorously enforced.</p> <p>Data transfer via Internal / External networks pass through successive levels of filtering and content / email checking to block Malware / Suspicious attachments and files.</p> <p>Fully networked PC. Computers checked regularly for faults (IT Support check for errors, general check for speed and usability)</p> <p>All Internet browsing takes place on a controlled connection, based on rules set for education.</p>	Security and protection is carried out by system / security / process not warranty which is for repair
Laptop Computer	As Above	N/A
File Server	<p>All stored on a secure area on a Microsoft network server.</p> <p>Systems have restricted administrator access, full back-up regime and user access to data is controlled.</p> <p>External access to networks by default all IT equipment is protected by a combination of layers of security.</p> <p>Passwords are valid for 90 days then are compulsory changed.</p>	N/A
Data Transfer - Wi-Fi	All systems transferring data via corporate Wi-Fi are encrypted to WPA2 Enterprise level.	N/A

Software/online system	Protection measure(s)
Arbor	<ul style="list-style-type: none"> • Access controlled by username and password; • Accounts have specified access rights. <p>We are aware of what data we store, and the level of sensitivity. All databases are reliant on network security and perimeter control. Access controls are in place and monitoring of the server event logs.</p> <p>Administrator accounts regularly reviewed and monitored. Restricted access to admin level privileges. Access requests go through an approval process. Local admin rights restricted to reduce client's ability to run executables.</p> <p>Inactive or no longer required user accounts are disabled. Archive and deletion is depending on user's role and need for making data available for ex-pupils. All server systems are</p>

	patched in monthly maintenance windows to ensure that all appropriate system updates and security patches are applied.
Awarding body secure extranet sites: <ul style="list-style-type: none"> • eAQA; • OCR Interchange; • Pearson Edexcel Online; • WJEC secure access 	Access controlled by username and password; Accounts have specified access rights; Centre administrator has to approve the creation of new user accounts and determine access rights.
A2C	Access controlled by username and password for computer login and Arbor login.
Google Chrome	All internet browsing takes place on a controlled connection, based on rules set for education.
Microsoft Internet Explorer	All internet browsing takes place on a controlled connection, based on rules set for education.

Section 4 – Dealing with data breaches

Although data is handled in line with DPA/GDPR regulations, a data breach may occur for any of the following reasons:

- Loss or theft of data or equipment on which data is stored
- Inappropriate access controls allowing unauthorised use
- Equipment failure
- Human error
- Unforeseen circumstances such as a fire or flood
- Hacking attack
- ‘blagging’ offences where information is obtained by deceiving the organisation who holds it
- Cyber-attacks involving ransomware infections

If a data protection breach is identified, the following steps will be taken:

1. Containment and recovery

Mandy Crow (Data Protection Practitioner) will lead on investigating the breach.

It will be established:

- Who needs to be made aware of the breach and inform them of what they are expected to do to assist in the containment exercise. This may include isolating or closing a compromised section of the network, finding a lost piece of equipment and/or changing the access codes
- Whether there is anything that can be done to recover any losses and limit the damage the breach can cause. As well as the physical recovery of equipment, this could involve the use of back-up hardware to restore lost or damaged data or ensuring that staff recognise when someone tries to use stolen data to access accounts
- Which authorities, if relevant, need to be informed

2. Assessment of ongoing risk

The following points will be considered in assessing the ongoing risk of the data breach:

- What type of data is involved?
- How sensitive is it?
- If data has been lost or stolen, are there any protections in place such as encryption?
- What has happened to the data? If data has been stolen, it could be used for purposes which are harmful to the individuals to whom the data relates; if it has been damaged, this poses a different type and level of risk

- Regardless of what has happened to the data, what could the data tell a third party about the individual?
- How many individuals' personal data are affected by the breach?
- Who are the individuals whose data has been breached?
- What harm can come to those individuals?
- Are there wider consequences to consider such as a loss of public confidence in an important service we provide?

3. Notification of breach

Notification will take place to enable individuals who may have been affected to take steps to protect themselves or to allow the appropriate regulatory bodies to perform their functions, provide advice and deal with complaints.

4. Evaluation and response

Once a data breach has been resolved, a full investigation of the incident will take place. This will include:

- Reviewing what data is held and where and how it is stored
- Identifying where risks and weak points in security measures lie (for example, use of portable storage devices or access to public networks)
- Reviewing methods of data sharing and transmission
- Increasing staff awareness of data security and filling gaps through training or tailored advice
- Reviewing contingency plans

Candidate information, audit and protection measures

For the purposes of this policy, all candidates' exam-related information – even that not considered personal or sensitive under the DPA/GDPR – will be handled in line with DPA/GDPR guidelines.

An information audit is conducted yearly.

The table below details the type of candidate exams-related information held, and how it is managed, stored and protected.

Protection measures may include:

- password protected area on the centre's intranet
- secure drive accessible only to selected staff
- information held in secure area
- updates undertaken regularly (this may include updating antivirus software, firewalls, internet browsers etc.)

Data retention periods

Details of retention periods, the actions taken at the end of the retention period and method of disposal are contained in the centre's Exams Archiving Policy which is available on the school website and upon request from the Exams Officer.

Section 7 – Access to information

This section is in reference to ICO information <https://ico.org.uk/for-the-public/schools/exam-results/>

The UK GDPR gives individuals the right to see information held about them. This means individuals can request information about them and their exam performance, including:

- their mark
- comments written by the examiner
- minutes of any examination appeals panels

This does not however give individuals the right to copies of their answers to exam questions.

Requesting exam information

Requests for exam information can be made to the Data Protection Practitioner by email to admin@jamesmarks.herts.sch.uk.

Photo identification may be requested if a former candidate is unknown to current staff. All requests will be dealt with within 40 calendar days.

The GDPR does not specify an age when a child can request their exam results or request that they aren't published. When a child makes a request, those responsible for responding should take into account whether:

- the child wants their parent (or someone with parental responsibility for them) to be involved; and
- the child properly understands what is involved.

The ability of young people to understand and exercise their rights is likely to develop or become more sophisticated as they get older. As a general guide, a child of 12 or older is expected to be mature enough to understand the request they are making. A child may, of course, be mature enough at an earlier age or may lack sufficient maturity until a later age, and so requests should be considered on a case-by-case basis.

A decision will be made by the Head of Centre as to whether the pupil is mature enough to understand the request they are making, with requests considered on a case-by-case basis.

Responding to requests

If a request is made for exam information before exam results have been published, a request will be responded to:

- within five months of the date of the request, or
- within 40 days from when the results are published (whichever is earlier).

If a request is made once exam results have been published, the individual will receive a response within one month of their request.

Third party access

Permission should be obtained before requesting personal information on another individual from a third-party organisation.

Candidates' personal data will not be shared with a third party unless a request is accompanied with permission from the candidate and appropriate evidence (where relevant), to verify the ID of both parties, is provided.

In the case of looked-after children or those in care, agreements may already be in place for information to be shared with the relevant authorities (for example, the Local Authority). The centre's Data Protection Officer will confirm the status of these agreements and approve/reject any requests.

Sharing information with parents

The centre will take into account any other legislation and guidance regarding sharing information with parents (including non-resident parents), as example guidance from the

Department for Education (DfE) regarding parental responsibility and school reports on pupil performance:

- Understanding and dealing with issues relating to parental responsibility
www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility
- School reports on pupil performance:
www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers

Publishing exam results

When considering publishing exam results, the JMA will play particular attention to the contents provided by the Information Commissioner's Office:
[https://ico.org.uk/for-the-public/schools/exam-results/Can schools give my exam results to the media for publication?](https://ico.org.uk/for-the-public/schools/exam-results/Can%20schools%20give%20my%20exam%20results%20to%20the%20media%20for%20publication?)

The JMA publishes exam results to Hertfordshire County Council following the summer examinations. We may also make statements to the press regarding our exam results but do not name candidates without their prior consent. As the school has a legitimate reason for publishing examination results, consent is not required from pupils or their parents/carers for publication. However, if a pupil or their parents/carers have a specific concern about publication of their results, they have the right to object. This objection must be made in writing to the head of centre who will consider the objection before making a decision to publish and reply with a good reason to reject the objection to publish the exam results.