

Information for learners – Fair Processing Notice

Introduction

CIWM is committed to data security and the fair and transparent processing of personal data. This Fair Processing Notice (Notice) sets out how we will treat the personal data which you provide to us in compliance with the Data Protection Act 2018 (DPA 2018), and the UK and EU General Data Protection Regulation, and any regulatory requirements as specified by the qualification regulators of England, Wales, Northern Ireland and Scotland. CIWM is a registered organisation with the Information Commissioner's Office.

Please read this Notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal data, your rights in relation to your personal data, and how to contact us in the event that you would like to report a concern about the way in which we process your data.

About us

The Chartered Institution of Wastes Management (CIWM) is a company incorporated by Royal Charter and registered in England (No RC000777); and a charity registered in England and Wales (No 109096) and in Scotland (No SCO37903). The registered office address is CIWM, Quadra, 500 Pavilion Drive, Northampton Business Park, Northampton, NN4 7YJ.

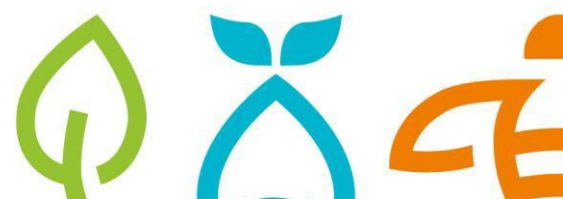
In addition, CIWM comprises CIWM Enterprises Ltd (registered in England and Wales with company number 2731563), a wholly owned subsidiary of the CIWM, trading only to raise funds for its parent organisation (collectively referred to herein as "the controllers", "we", "us", "our").

The CIWM and CIWM Enterprises Ltd are the joint data controllers and are regulated as such by the UK Information Commissioner's Office (ICO).

In December 2021 the activities of WAMITAB, a subsidiary of CIWM (a company limited by guarantee in England. Registered No. 2332283), was merged into CIWM. At this point all data transferred to CIWM from WAMITAB.

For the purposes of the GDPR, CIWM is the 'controller' of the personal data you provide to us.

If you have any queries about this Notice, the way in which CIWM processes personal data, or about exercising any of your rights, please email us at compliance@ciwm.co.uk or write us at:



Data Controller
CIWM
Quadra
500 Pavilion Drive
Northampton Business Park
Northampton
NN4 7YJ

Learner data

Correspondence on any aspect of a learner's examination or assessment will only be conducted between CIWM and the head of the centre, the examinations officer or other authorised personnel at the examination/assessment centre/training provider.

CIWM will undertake the following administrative activities in relation to the processing and exchange of learners' personal data:

1. What personal data do we collect?

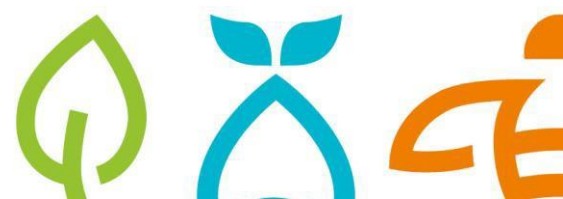
Personal data relating to the name(s), date of birth, gender, CIWM (WAMITAB) Qualifications Unique Learner Identifier (ULI) or Unique Learner Number (ULN) of an individual learner will always be collected by CIWM on the basis of legitimate interests and legal obligation for the purposes of examining and awarding qualifications. In some cases, additional information, which may include sensitive personal data relating to health, will also be collected to support requests for access arrangements and reasonable adjustments and/or special consideration. We also generate and/or store additional personal data relating to the results of examinations and assessments undertaken by the respective learner.

CIWM collects personal data relating to you as an individual learner and as a member of CIWM you are entitled to one period, usually two years, of free membership of CIWM when you undertake a CIWM (WAMITAB) qualification. *

We collect the following personal data:

Data for Qualifications

- Name
- Address
- Telephone number
- DOB
- Gender
- Health information
- Qualifications
- Learner Registration Number
- Unique Learner Number (allocated to you when you register)



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- Signature
- Test information and Exam results
- Photo ID (for identification purposes)
- Photos (for future identification purposes)
- Survey / feedback responses
- Credit/debit card information

Data for Membership

If you choose to subscribe to membership from CIWM or do not opt out of free membership, we will use the following personal data to set up and service your membership. This includes:

- Name
- Address
- Date of Birth
- Email address
- Communication preferences
- Learner data

*Learners registering for CIWM qualification who already have an active CIWM membership will not be eligible for free membership. If eligible for free membership, the term of the membership will only be valid for up to two years from the point that you registered as a Learner undertaking a CIWM (WAMITAB) qualification.

2. From where do we collect your personal data?

A learner's personal data will only be collected from registered examination/assessment centres/training providers in the context of examination/assessment entries and/or certification claims. When appropriate, we may also collect information directly from you if we need to make access arrangements for you e.g. extra time or a reader to assist you during your exam.

3. How do we use your personal data?

CIWM use your personal data for the following purposes:

Qualifications

Personal data is only used for:

- Examination/assessment administration purposes, conducting examinations and assessments and the issuing of examination results and certificates.
- To maintain a register of qualifications.
- To satisfy CIWM's security and validation requirements for learners taking texts/exams at test centres (through Pearson Vue).
- To support requests for access arrangements and reasonable adjustments and/or special consideration.
- To validate a learner's identity for re-certification e.g., every 2 years for Continuing Competence.
- To enable learners to purchase revision guides.
- To issue a CIWM ProFile photo ID card to learners.



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a world beyond waste**

- Learner's personal data including examination results and outcomes of any reviews of marking, reviews of moderation and appeals may be shared by CIWM with the examination/assessment centre/training provider which entered the learners.

Personal data within learner's work will be collected and processed by CIWM for the purposes of marking, issuing of examination results, certification and providing learners with access to post-results services.

When processing personal data for marking and issuing examination results, some personal information may be transferred to external quality assurers and the regulator. Where this is the case, we will ensure that appropriate safeguards are in place to protect your data and meet our obligations under the GDPR.

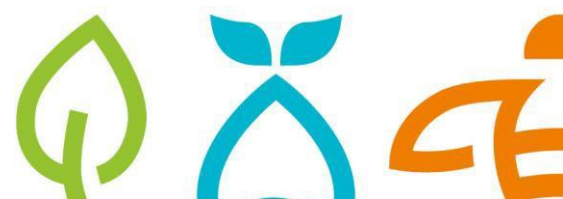
Membership

Personal data is only used:

- To deliver member benefits as listed at ciwm.co.uk/membership. Where these benefits include use of systems or platforms which use your personal data in ways not covered here you will be asked to agree to a separate policy prior to using the system.
- To determine eligibility for and providing free membership of CIWM as part of your relationship with us as a learner.
- To send you a feedback survey about your experience of CIWM membership.
- To determine eligibility for professional membership grades.
- To administer and assess membership upgrades and applications.
- To administer and communicate with you about your membership – including when your membership is coming to an end and is due for renewal.
- To capture your interests so that we can provide a personalised and tailored member experience.
- To manage your communication preferences.
- To send you the member newsletter and relevant communications that you sign up to.
- For purpose of analysing membership data and to provide sector specific areas for marketing campaigns.
- To facilitate access to the member portal online on our website and to enable you to update your personal data/profile.
- Providing data to National Centre Reps about members in their region to assist them with making decisions about events.
- To monitor CPD against CIWM requirements.

CIWM will process your personal data as a member. When registering as a learner, we will add you as a member (if you are not already a paying member) to support your learning. There is no fee for this. We will send you an email with details about your membership and how you can access your account online. If you wish you can opt out of free membership at any point from registration.

CIWM will also send you communications about relevant products and services including relevant newsletters. You can opt out of receiving these communications at any time by managing your preferences on your online member profile or by clicking the unsubscribe link in the email.



4. Who do we share your personal data with?

Learner's personal data including examination results and outcomes of any reviews of marking, reviews of moderation and appeals may be shared by CIWM with the examination/assessment centre/training provider which registered the learners.

CIWM may be required by law (Apprenticeships, Skills, Children and Learning Act 2009 – ASCLA 2009), to provide a learner's personal data to educational agencies such as Department for Education (DfE), Welsh Government (WG), Department of Education Northern Ireland (DE), Local Authorities, qualification regulators, Education and Skills Funding Agency (ESFA), Learning Records Service (LRS) and UK environmental regulators (Environment Agency, Natural Resource Wales, Northern Ireland Environment Agency and the Scottish Environmental Protection Agency).

Some of the information learners supply will be used by the Education and Skills Funding Agency to fulfil its statutory functions, issue/verify a learner's Unique Learner Number (ULN) and update/check a learner's Personal Learning Record.

The Education and Skills Funding Agency may share a learner's ULN and Personal Learning Record with other education related organisations, such as a careers service, a learner's school or college, Government departments and public bodies responsible for education. Further details of how information is processed and shared can be found at:

<https://www.gov.uk/government/publications/lrs-privacy-notice>

5. How long will we keep your personal data?

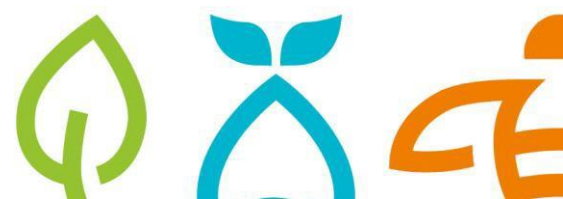
Learner data for both regulated and non-regulated CIWM qualifications is kept indefinitely for the purpose of certificate replacement or verification of technical competence. However, we only keep the minimal required data for this purpose indefinitely.

6. Where do we store your personal data and how is it protected?

We take reasonable steps to protect your personal data from theft, from loss, misuse, unauthorized access, disclosure, alteration, or destruction.

CIWM store your personal data on our internal, paper and digital systems as well as on our Data Processor systems – e.g., Microsoft365, our qualifications and customer relationship management databases (Quartz/iMIS), on Informz (for communications) and Google Analytics, Zoom, Microsoft Teams etc.

Our systems are protected with appropriate security measures to keep your data safe. This includes encrypting data, ensuring secure transfer, and using Multi-Factor Authentication for logging in. We have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.



Where you have a username or password (or other identification information) which enables you to access certain services or parts of our Website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your personal data transmitted to our Website; any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

7. Your Rights

Under the GDPR, you have various rights with respect to our use of your personal data. If you wish to contact us regarding exercising any of these rights, please use the contact details given in the "Who are we" section on page 1 and shown below –

compliance@ciwm.co.uk

call 01604 620426

Write to us at CIWM
Quadra
500 Pavilion Drive
Northampton Business Park
Northampton
NN4 7YJ

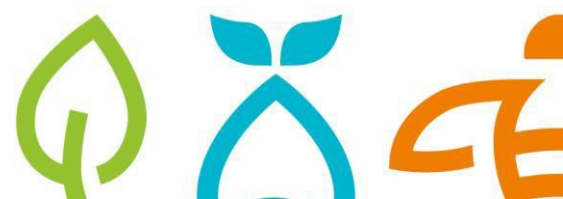
For our full privacy policy please go to <https://bit.ly/CIWM-privacy>.

- **Right to Access**

You have the right to request a copy of the personal data that we hold about you by contacting us on compliance@ciwm.co.uk and via phone on 01604 231950. We will respond within one calendar month of the request. Please note that there are exceptions to this right. We may be unable to make all information available to you if, for example, making the information available to you would reveal personal data about another person, if we are legally prevented from disclosing such information, or, if your request is manifestly unfounded or excessive. We are also restricted on some information relating to examinations as outlined at <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/right-of-access/what-other-exemptions-are-there/#exemption16>.

- **Right to rectification**

We aim to keep your personal data accurate and complete. We encourage you to contact us using the contact details provided to let us know if any of your personal data



is not accurate or changes, so that we can keep your personal data up to date.

- **Right to erasure**

You have the right to request the deletion of your personal data where, for example, the personal data are no longer necessary for the purposes for which they were collected, where you withdraw your consent to processing, where there is no overriding legitimate interest for us to continue to process your personal data, or your personal data has been unlawfully processed.

- **Right to object**

In certain circumstances, you have the right to object to the processing of your personal data where, for example, your personal data is being processed on the basis of legitimate interests and there is no overriding legitimate interest for us to continue to process your personal data, or if your data is being processed for direct marketing purposes.

- **Right to restrict processing**

In certain circumstances, you have the right to request that we restrict the further processing of your personal data. This right arises where, for example, you have contested the accuracy of the personal data we hold about you and we are verifying the information, you have objected to processing based on legitimate interests and we are considering whether there are any overriding legitimate interests, or the processing is unlawful and you elect that processing is restricted rather than deleted.

- **Right to data portability**

In certain circumstances, you have the right to request that some of your personal data is provided to you, or to another data controller, in a commonly used, machine-readable format. This right arises where you have provided your personal data to us, the processing is based on consent or the performance of a contract, and processing is carried out by automated means.

Please note that the GDPR sets out exceptions to these rights. If we are unable to comply with your request due to an exception we will explain this to you in our response.

8. Complaints

If you believe that your data protection rights may have been breached, and we have been unable to resolve your concern, you may lodge a complaint with the applicable supervisory authority or to seek a remedy through the courts. Please visit <https://ico.org.uk/concerns/> for more information on how to report a concern to the UK Information Commissioner's Office.

9. Discussing the Notice with your parent or carer

If you have not reached the age of 18, you may first wish to discuss this Notice with your parent or carer.



Awarding organisations, schools, Department for Education (DfE), Welsh Government (WG), Department of Education Northern Ireland (DE), Local Authorities, qualification regulators and Education and Skills Funding Agency (ESFA) are all 'data controllers' under the Data Protection Act 2018 and the GDPR. They will determine the purpose(s) for which 'personal data' (information about living individuals from which they can be identified) is processed and the way in which that processing is undertaken.

It is a requirement for data controllers to provide data subjects (individuals who are the subject of personal data) with details of who they are, the purposes for which they process the personal data, and any other information that is necessary to make the processing of the personal data secure and accurate, including any third parties to whom it may be passed to.

10. Changes to our Notice

Any changes we may make to this Notice in the future will be posted on our website at <https://ciwmquals.co.uk/about-us/>. Please check our website for any updates or changes to this Notice.

11. Questions or comments

If you have questions or comments about this policy, please email us at compliance@ciwm.co.uk or write us at:

Data Controller
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Quadra
500 Pavilion Drive
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Northampton
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UPDATED May 2023 applied from 1 June 2023

