

Privacy Notice

Version: 1.1

Approved by: Centre Owner / Responsible Officer

Date Approved: 20.07.2026

Review Date: 01.06.2027

1. Introduction

philosVQ is committed to protecting the privacy and personal data of all individuals who engage with the centre. This Privacy Notice explains how philosVQ collects, uses, stores and protects personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and relevant Qualifications Scotland requirements.

This notice applies to individuals who:

- apply to undertake an SVQ with philosVQ
- complete application, readiness or suitability assessments
- are registered as candidates
- participate in assessment, internal verification or quality assurance activity
- engage with philosVQ in relation to qualifications, certification or support arrangements

2. Who we are

philosVQ is a Qualifications Scotland approved SVQ Centre operating within Social Services and Healthcare.

The Data Controller for philosVQ is:

Sam Baker

Centre Owner / Responsible Officer

Trading as philosVQ

sambaker@philosvq.com

3. What personal data we collect

philosVQ may collect and process the following categories of personal data:

- personal details (name, address, email address, telephone number)
- date of birth and identification information (where required)
- employment and workplace information

- qualification, registration and certification records
- assessment evidence and assessment records
- reflective accounts, professional discussions and observation records
- internal verification and quality assurance records
- application, readiness and suitability assessment information
- records relating to appeals, complaints, safeguarding concerns or reasonable adjustments
- communication and correspondence relating to qualification delivery

philosVQ does not routinely collect health information. However, philosVQ may process limited disability-related information where this is disclosed by a candidate and is necessary to consider, agree, record or review reasonable adjustments, assessment support or access arrangements. Sensitive information may also arise incidentally within anonymised assessment evidence, appeals, complaints, safeguarding concerns or quality assurance activity. Where this occurs, information is minimised, handled confidentially and restricted to those who require access for assessment, support, verification, quality assurance or regulatory purposes.

4. How we collect personal data

Personal data may be collected:

- when you submit an application to undertake an SVQ with philosVQ
- through the Role and Readiness Assessment process
- through the Application Review and Readiness Decision Record process
- during candidate registration and induction
- through assessment and internal verification activity
- through communication with you, your employer or workplace representatives
- through Qualifications Scotland systems and quality assurance activity
- through candidate feedback, appeals, complaints or support arrangements

5. Use of digital systems

philosVQ uses Microsoft 365 services, including Microsoft Forms, SharePoint, OneDrive, Outlook and Microsoft Teams, to collect, process, store and manage assessment and quality assurance information.

Application forms submitted through Microsoft Forms are used to gather candidate information and support assessment of readiness for SVQ assessment. Data submitted through these

systems is stored securely within philosVQ's Microsoft 365 environment and is accessible only to authorised personnel.

Candidates are provided with access to a secure SharePoint Learning and Assessment Workspace. This workspace may contain:

- assessment plans
- qualification specifications
- assessment evidence
- assessor feedback
- completed assessment decisions
- Contact Diary and Assessment Planning records
- internal verification records where appropriate
- qualification completion documentation

Access permissions are controlled according to role and assessment requirements. Internal Verifiers and Qualifications Scotland External Verifiers may be provided with restricted access to relevant records where required for quality assurance purposes.

Where applicants choose to save a draft application within Microsoft Forms, any information entered is stored temporarily by Microsoft. Saved drafts are not accessed, reviewed or processed by philosVQ and do not constitute a formal application. Only submitted applications enter the centre's assessment and decision-making processes.

6. Why we process personal data (Lawful Basis)

philosVQ processes personal data for the following purposes:

- assessing suitability and readiness for SVQ assessment
- registering candidates for Qualifications Scotland approved qualifications
- planning, conducting and recording assessment activity
- conducting internal verification and quality assurance activity
- meeting Qualifications Scotland quality assurance and certification requirements
- providing support, guidance and reasonable adjustments
- responding to appeals, complaints and candidate enquiries
- complying with legal and regulatory obligations

The lawful bases relied upon under UK GDPR include:

- Contract – to provide assessment and quality assurance services
- Legitimate Interests – to operate, manage and quality assure SVQ assessment activity and maintain appropriate centre quality assurance arrangements

- Legal Obligation – to retain records and meet legal, regulatory and awarding body requirements
- Explicit Consent – where required for specific optional processing activities, such as audio/video recording, optional evidence formats or use of identifiable images. Consent is not usually relied upon for core SVQ assessment, registration, certification or quality assurance activity.

7. Who we share personal data with

Personal data may be shared only where necessary, proportionate and lawful.

This may include:

- Qualifications Scotland for registration, quality assurance and certification purposes
- approved Assessors, Internal Verifiers and quality assurance personnel acting on behalf of philosVQ
- Qualifications Scotland External Verifiers
- employers or workplace representatives where appropriate and agreed
- regulatory, legal or safeguarding bodies where required by law

Personal data may be shared only where necessary, proportionate, lawful and on a need-to-know basis.

Where you are registered for a Qualifications Scotland qualification, philosVQ will provide relevant personal information to Qualifications Scotland for the purposes of candidate registration, qualification entry, certification, maintenance of your record of attainment and associated quality assurance activities.

You can find information about how Qualifications Scotland collects, uses and protects your personal information in the [Qualifications Scotland Privacy Statement](#)

8. How we store and protect personal data

philosVQ stores personal data within secure digital systems protected by password controls, multi-factor authentication, role-based access permissions and appropriate security measures.

Access to personal data is restricted to authorised individuals who require access for legitimate assessment, quality assurance or administrative purposes.

Appropriate technical and organisational measures are maintained to protect personal data against unauthorised access, disclosure, alteration, loss or misuse.

9. How long we keep personal data

Personal data is retained in accordance with Qualifications Scotland requirements and the philosVQ Records Retention Policy.

This includes:

- assessment evidence and quality assurance records
- registration and certification records
- internal verification records
- appeals and complaints records
- candidate support and reasonable adjustment records

Application data relating to individuals who do not proceed with assessment may be retained for a shorter period before secure deletion.

Application or readiness information relating to individuals who do not proceed to registration or assessment will be retained only for as long as necessary to support the application decision, respond to queries, and meet any relevant audit or quality assurance requirements before secure deletion.

Detailed retention periods and disposal arrangements are set out within the philosVQ Records Retention Policy.

Data is securely deleted, destroyed or anonymised once retention periods expire and there is no lawful basis for continued retention.

10. Your data protection rights

Under UK GDPR, individuals have the right to:

- access their personal data
- request correction of inaccurate personal data
- request restriction of processing
- object to processing in certain circumstances
- lodge a complaint with the Information Commissioner's Office (ICO)

Some rights may be restricted where philosVQ has legal, regulatory or quality assurance obligations to retain assessment or certification records.

11. Data breaches

philosVQ maintains procedures to identify, manage, investigate and record personal data breaches.

Where required, breaches will be reported to the Information Commissioner's Office (ICO) and affected individuals in accordance with legal requirements and the philosVQ Data Breach Management Procedure.

12. Contact us

If you have any questions about this Privacy Notice or how your personal data is handled, please contact:

Sam Baker

Centre Owner / Responsible Officer

philosVQ

sambaker@philosvq.com

13. Changes to this privacy notice

This Privacy Notice is reviewed on a planned basis and updated where necessary to reflect changes in legislation, Qualifications Scotland requirements, technology, guidance or centre practice.

The current version of this Privacy Notice is available to candidates and relevant stakeholders on request.

Version	Date	Summary of Changes	Approved By
1.0	01.06.2026	Reviewed and updated	Sam Baker
1.1	20.07.2026	Added information and access to the Qualifications Scotland Privacy Statement to clarify how candidate personal data is shared and processed for registration, qualification entry, certification and maintenance of records of attainment, in line with Qualifications Scotland Criterion 6.1 guidance (April 2026).	Sam Baker