

1. Introduction

Xact has a responsibility to manage the data it collects. As part of its business activities, we collect a wide range of information from a variety of sources which generates data in the form of electronic, paper or other record.

We retain reliable, authentic and useable records which supports our business activities for as long as necessary for operational purposes and in line with statutory and regulatory requirements.

This will require us to consistently manage retention, archiving and deleting of data using record version controls, retention schedules and appropriate record naming.

2. Definitions

Activities: E.g. Development, organisational, delivery, apprenticeship training programme, RPL activities, courses, submission, assessment, internal quality assurance, moderation, qualification, end point assessment etc

Archiving: Process of moving data that is no longer actively used to a separate storage device for long-term retention.

Data subject: A living person who is the subject of personal data held by an organisation. A data subject must be identifiable by name, ID, address, online identifier or other factors such as physical, physiological, genetic, mental, economic or social.

DPO: Data Protection Officer, the individual responsible for overseeing Xact's compliance with the Data Protection Act 2018

Individual: Those receiving our services e.g. apprenticeship training, end point assessment, courses, assessment, RPL, mentoring, learning support, qualifications, CPD activities etc.

Personal data: Any information relating to a data subject.

Retention: Continued storage of data for compliance or operational reasons.

Staff: Employee, agency worker, contractor, sole trader e.g. manager, supervisor, administrator, tutor, assessor, mentor, internal verifier, internal quality assurer, end point assessor etc.

Stakeholders: Apprentice, apprentice employer, training provider, end point assessors, customer, supplier, user and those with whom we associate

Xact: Xact Consultancy & Training Limited and Xact Training Limited trading as Xact Assessment

3. Scope

This policy applies to all staff members and collection of data from individuals and stakeholders. It concerns records that are collected, created, handled, stored or processed electronically or in physical paper form that Xact relies upon to fulfil its business processes, provide evidence of an activity or underpin its accountability.

Record Retention Policy

Information that is of a short term facilitative worth, unimportant or duplicated does not require formal handling, is considered out of the scope of this policy.

4. Retention Periods

Data will only be retained for as long as is appropriate, after which it will be archived, anonymised or deleted. The procedure for data retention will vary according to the type, format, purpose it was obtained and its classification e.g. personal data, sensitive personal data or special category data.

Xact will follow a retention schedule and procedure for managing personal data, noteworthy business information and records. The retention schedule is based on The Law, National guidance and best practice. It details:

- a) Retention periods for categories of data
- b) Procedure for ensuring retention periods are maintained and reviewed periodically

We follow National retention periods where provided. If not provided, we make an informed decision on record retention periods. There may be occasions where the early deletion of data record (outside of the defined period with the retention schedule) is appropriate e.g. where a data record is no longer being used and it is no longer necessary for it to be retained.

Note: See Record Retention Procedure for more information.

4.1 Retention Extensions

Xact may retain personal data and other information beyond the retention periods detailed in the Record Retention Schedule to comply with ongoing investigations, litigation or other legal proceedings until the matter is fully resolved and no longer open to appeal. If you are aware of any potential or existing litigation, notify Xact's DPO (Data Protection Officer), so they can suspend any archiving or deleting of personal data.

5. Data Archiving

Xact may archive personal data and other information beyond the retention period detailed in the Record Retention Procedure if there is a valid reason for doing so e.g. in public interest, historical, scientific or statistical purposes. Xact will ensure that archiving does not contravene the rights and freedoms of data subjects and that appropriate safeguards are in place e.g. data minimisation, encryption, restricted access etc.

Note: Data can only be stored beyond the retention period outlined in the Record Retention Schedule with written approval of Xact's DPO.

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6. Data Deletion

The following methods will be utilised deleting data:

- a) Paper records: All data will be shredded
- b) Electronic records: All data records will be deleted and removed from recycle bin

Note: Electronic data deletion is when data is removed and is no longer available in plain sight or can easily be recovered. Although, data recovery experts can restore this data. Data deletion is considered adequate in removing personal data from a device for Xact's activities.

7. Management

The Data Protection Officer is responsible for the management of records and their retention and can be contacted by email: dpo@xact.org.uk

8. Related Policies

This policy supports the following policies:

- a) Discipline Policy
- b) Grievance Policy
- c) Equality, Diversity and Inclusion Policy
- d) Complaints Policy
- e) Data Management Policy
- f) Website Privacy Policy
- g) Recruitment Policy
- h) Anti-Bribery and Anti-Collusion Policy
- i) Gifts and Hospitality Policy
- j) Employee References Policy
- k) Learning Support Policy
- l) Assessment Centre Policy
- m) Appeals Policy
- n) Malpractice Policy
- o) Mentoring Policy
- p) Invigilation Policy
- q) Reasonable Adjustment Policy

Note: This list is not exhaustive