



DATA PROTECTION POLICY

Policy Owner	Compliance Manager
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1.Introduction

B-TIC is highly responsible to maintain and improve the quality of the Qualifications delivery as per the standard and recommend of the Awarding Bodies.

We are fully committed to every compliance of all the agencies who regulate us thus we are highly dedicated in setting Policies with timely revisions to meet the regulatory requirements, assure the standards, guide and support Awarding Bodies and the Learners to achieve a world class learning experience.

2. Scope

This document is applicable for the following products:

B-TIC Campus



3. Audience

This document is for use by the following:

- a. B-TIC Staff
- b. Learners

Relevant Policies/Others to be used in conjunction with,

1. B-TIC Admissions
2. B-TIC Assessment Policy
3. B-TIC Appeal and Complaints Policy
4. B-TIC Glossary of Terms

4. Definitions

Personal Data	Information that can be used to identify an individual. (Name, Date of Birth, Phone Number, Email Address...)
Sensitive Personal Data	Information that is more highly protected by Laws due to its more vulnerable nature (medical history, data concerning a person's physical or mental health)

5. Policy Statement

5.1 General

This Policy has been design in accordance with the regulations of

- a. The General Data Protection Regulation (EU) 2016/679 (GDPR) and
- b. Data Protection Act 2018 (DPA)

B-TIC shall collect and store accurate, adequate, specified, relevant and explicit data only for legitimate limited purpose and process lawfully, fairly in transparency and update if necessary.

B-TIC shall lawfully and fairly process in transparency but not beyond the purpose of collection.

B-TIC shall not store the Personal Data and Sensitive Personal Data longer than its necessity.

B-TIC shall process Personal Data and Sensitive Personal Data with appropriate security from unauthorised access, unauthorised process, unlawful process, accidental loss, destruction, distortion and/or damages.

B-TIC shall store Personal Data and Sensitive Personal Data with the backup system in hard copy and electronic form with appropriate protection.

Who do B-TIC collect and process personal data from?

B-TIC may collect data from Learners, Business Partners, Contracted Third Party Service Provider, Consultants, Legal Advisors, our Staff and other Business Partners on contacts.

Why do B-TIC Collect and Process Personal Data?

- a. To provide the services entered into contract with B-TIC
- b. To invite and enter into a new contract
- c. To promote B-TIC
- d. To maintain records of Services and transaction
- e. To respond to queries, verifications and references
- f. To resolve any complaints or disputes
- g. To be in compliance with law and Regulatory Obligations

B-TIC May Collect the Following Personal Data,

- a. Name, Date of Birth, Proof of ID, Photo, Contact Details and others Academic Documents
- b. Academic and/or professional references where required in Curriculum Vitae
- c. Financial details for fee payment
- d. Data generated by B-TIC during your learning (study and Assessment)
- e. Information related to special exam arrangements or mitigating circumstances if any
- f. Data on how you access or use our resources (library, websites, virtual learning environments)

5.2 Sensitive Personal Data

B-TIC may collect Sensitive Personal Data only where necessary which is kept under additional security protection.

B-TIC shall inform the purposes of Sensitive Personal Data on collection.

B-TIC shall process or share Sensitive Personal Data specifically for the purposes it was collected for.

B-TIC may collect medical data for Reasonable Adjustment and Special Consideration on Assessment.

Learner may withdraw the data at any time when it is not in contrary to law. Withdrawal of such data may result in the withdrawal or refusal of Reasonable Adjustment and Special Consideration on Assessment.

B-TIC may collect and process data of race, religion and ethnicity where we are legally required to report on statistics relating to equal opportunities, discrimination and diversity.

B-TIC process the personal data for the following functions,

- a. To support and improve wider Learner experience
- b. To manage our operations effectively
- c. To tracking your learning engagement
- d. To contact you and give our support.
- e. To inform you of other courses and services available to you
- f. B-TIC shall handle your Sensitive Personal Data confidentially and shall not pass on to any third parties without your consent on it, except where B-TIC is required to share in order to abide by law.

5.3 Sharing Data

B-TIC shall not sell, rent or lease any Personal Data and Sensitive Personal Data to any third parties however, B-TIC may share Personal Data and Sensitive Personal Data with the following parties,

- a. Law enforcement agencies when required by law to do so
- b. Lecturers, Administration Staff and third party service providers involved in delivery of Qualifications
- c. External partners, verifiers, examiners and auditors who verify Assessment work, test and examination results for Quality Assurance and Accreditations.
- d. Health and emergency service providers when it is vital to disclose information in an emergency

B-TIC shall keep Personal Data and Sensitive Personal Data for as long as it is necessary to provide references and verification academic achievement for third parties.

5.4 Rights of Data Owners

Learner shall have the right to,

- a. Access Personal Data and Sensitive Personal Data under the General Data Protection Regulations requesting a copy of your data from B-TIC
- b. Know about the processing of Personal Data and Sensitive Personal Data
- c. Rectify inaccurate Personal Data and Sensitive Personal Data
- d. Know the duration of retention of Personal Data and Sensitive Personal Data
- e. Request B-TIC to delete Personal Data and Sensitive Personal Data if B-TIC has no legal, statutory or regulatory reason to retain
- f. Request B-TIC to restrict the Personal Data and Sensitive Personal Data process likely to result in harm or distress
- g. Get explained of any automated processing

End of Policy

B-TIC has taken all effort to ensure that the Policy and information contained in this version of publication are true and accurate to the best of knowledge when published.

Disclaimer: However, Policies, Products and Services of B-TIC are subject to continuous learning and improvement frequently. Thus we reserve the right to improve the Policies, Products and Services accordingly. We cannot accept any responsibility for loss or damage of any nature upon the usage of this document.



Email- business@b-tic.org



Hotline: +44 7472 345331



www.b-tic.org

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