

# Privacy Policy

Victoria College of Music and Drama, London Ltd (VCM) is committed to keeping your personal information safe and to complying with the General Data Protection Regulation (GDPR) and all privacy and data protection laws and being transparent about how we process personal data.

VCM is a data controller registered with the [UK Information Commissioner's Office](#) (registration number Z6561732).

We have policies, procedures and training in place to help our employees and volunteers understand their data protection responsibilities and follow the data protection principles:

- We will process your personal information fairly, lawfully and transparently
- When we gather personal information from you, we will ensure what we collect is adequate, relevant and not excessive to our needs
- We take care to ensure your personal information is accurate and up to date
- We will only keep personal information for as long as necessary
- We will only use your personal information for the reasons for which it was collected
- We have put in place technical and organisational measures to protect your personal information from accidental loss or unlawful processing

Our Data Protection officer is Robin Wood (Chief Executive of VCM). If you have any questions regarding our privacy policy, please email [info@vcMexams.com](mailto:info@vcMexams.com), or write to Robin Wood, Victoria College Exams, 71 Queen Victoria Street, London, EC4V 4AY.

This privacy policy relates to our use of any personal information we process about you.

## [How we collect personal data](#)

We may collect your personal data in several ways, for example...

- when you, your parent or guardian, your tutor or your school communicate with us by any means – for example, to make enquiries about an exam.
- from our exam centres – for example, in relation to exams that you have booked or taken at a particular centre;
- from the information you provide to us when you make an application to work for us, or from third parties such as your previous or current employers so we can verify details about you;
- as you interact with us in other ways – either as a student, a contractor, or in any other capacity.

## [How we use personal information](#)

We collect and use personal information about our members, supporters, enquirers, job applicants and volunteers to:

- process exam entries;
- provide products you have requested from us;
- provide information of interest, including for marketing purposes;
- consider job applications;
- provide customer service and respond to enquiries.

The information that we collect may include:

- contact details such as name address, email address and phone numbers;
- your subject or instrument of examination;
- your qualifications;

- your grade/level of examination;
- bank account and sort code for transferring payments;
- date of birth, gender and marital status;
- any Special Educational Needs (SEN) requirements for exams including relevant medical records;
- religious beliefs where this is relevant to exam dates and your availability;
- school or organisation you belong to/work for;
- name of your parent or guardian (if you are under 18);
- nationality.

In respect of job applicants, we may also collect:

- information about your social circumstances and extra-curricular activities;
- your bank account details, tax and residency status;
- references from previous employers, educational institutions or referees named by you;
- details of criminal convictions.

### [Special Education Needs](#)

We may ask you for Special Educational Needs (SEN) requirements to consider making reasonable adjustments for candidates taking exams. Exam candidates must actively give consent to VCM to retain any supporting evidence for reasonable adjustments for five years.

If candidates choose not to give permission to VCM to retain supporting evidence, or do not respond to the request for ongoing consent, VCM will retain the supporting evidence only for the a maximum of six months from the closing date for examinations and the candidate will need to resubmit supporting evidence for any future exams requiring reasonable adjustments.

### [Young people](#)

We need to collect and use relevant information about young people so that they can enter exams and competitions, attend events, and sign up to receive or use some of our services. If you are aged 18 or under, please get your parent/guardian's permission before you provide any personal information to VCM.

### [Exam entries](#)

Candidates can enter exam online or paper entry forms.

Exam entries are stored on the VCM secure web server and back up records. All online information is held purely to facilitate exam entries and is retained on this secure server so that past records can be verified.

We use the contact information provided in online and paper application forms to ensure that examination schedules, results and certificates are forwarded to the correct address. In the event of any problems or complications with exam entries, this information is also used to contact the teacher or candidate. We keep accurate records of candidate exam history, which allows us to provide a quicker and more effective service to our applicants.

### [Enquiries](#)

If you contact VCM to make a general enquiry, your personal information will be used to respond to your enquiry.

### [Cookies and aggregate information collected from our website](#)

We do **not** use cookies and log files on our website ([www.vcmexams.com](http://www.vcmexams.com)) to store information about how you use our website.

#### [Job applications](#)

If you provide us with information about yourself such as a CV or resume in connection with a job application or enquiry, we may use this information to process your enquiry.

#### [Our legal basis for processing personal information and who we share it with](#)

We will seek your consent to process your personal information when appropriate. We will normally ask for your consent to process any medical or religion-related information that you provide to us, for example in relation to an exam entry or attendance at an event. We will process your personal information without necessarily obtaining your consent where another legal basis exists.

We may process personal information because it is necessary for the performance of a contract to which you are a party (or to take steps at your request prior to entering a contract). For example, we may process your personal data (as is necessary for our exam regulations and related contracts):

- to provide you with an exam or other product that you have requested from us;
- to process enquiries and complaints.

In this respect, we may provide your personal data to third-party service providers who we engage to provide these services to you – for example caterers, schools, conference and course providers, referees, tutors and examiners. We may also share your information with:

- our bank to process a payment;
- our professional advisers (such as our legal advisers) where it is necessary to obtain their advice;
- our IT support and data storage providers.

We may process personal information where it is in our legitimate interests to do so and where we are confident that such processing will not infringe on your rights and freedoms. Our 'legitimate interests' in this context include promoting music and drama achievement and education through examination and assessment, professional development of teachers and the provision of published resources, for example:

- to train our staff and to improve our website and the services that we offer;
- to provide you with an exam or other product that has been arranged on your behalf by a third party – for example, if your parent, school or tutor has instructed us to deliver your exam;
- to analyse use of and to administer our website;
- to process your exam entry;
- to research our market and to promote our goods, services and events by post, telephone and electronic means, except in situations where it is required or appropriate to seek your specific consent.

In this respect, we may share your data with third-party organisations who will process personal information on our behalf – for example, a mailing house, our website administrator or printers.

VCM will also share personal information with VCM Publications Ltd (a separate company) so that VCM Publications can contact you about exam-related products and services – for example, printed sheet music or theory books.

Where required, we will process personal information to comply with our legal obligations. In this respect, we may use your personal data to comply with subject access requests, tax legislation, for the prevention and detection of crime, and to assist the police and other relevant authorities with investigations (including criminal and safeguarding investigations).

## [Information security](#)

Our servers that store personally identifiable information are password-protected and held in a secure environment in a locked facility. Regular backups are made of this data and these are securely stored off-site.

## [Your rights](#)

If you no longer wish to receive communications about products and services from us, please contact [info@vcMexams.com](mailto:info@vcMexams.com). You can also unsubscribe at any time to emails that we may send to you about the products and services that we think will be of interest to you.

You also have the right to:

- request a copy of the information we hold about you (requests should be addressed to [info@vcMexams.com](mailto:info@vcMexams.com), and we will respond within one month);
- tell us to change or correct your personal information if it is incomplete or inaccurate;
- ask us to restrict our processing of your personal data or to delete your personal data if there is no compelling reason for us to continue using or holding this information (and, where our processing is based on your consent, you may withdraw that consent without affecting the lawfulness of our processing based on consent before its withdrawal);
- receive from us the personal information we hold about you that you have provided to us, in a reasonable format specified by you, including for the purpose of you sending that personal information to another data controller;
- object, on grounds relating to your specific situation, to any of our particular processing activities where you feel this has a disproportionate impact on you.

**Please note that if we delete data at your request we will be unable to verify any matter relating to you, for example, that you have passed an examination, at any date in the future.**

Please note that we may be entitled to refuse requests where exceptions apply – for example, if we have reason to believe that the personal data we hold is accurate or we can show our processing is necessary for a lawful purpose set out in this privacy policy.

Please contact [info@vcMexams.com](mailto:info@vcMexams.com) or phone us on 020 7405 6483 if you think our records are inaccurate. If you wish us to update or delete your personal information, or if you wish to exercise your other rights under applicable data protection laws, please contact Sue Cambridge by emailing [info@vcMexams.com](mailto:info@vcMexams.com) or writing to The Chief Executive, Victoria College Exams, 71 Queen Victoria Street London EC4V 4AY.

## [How long we keep your personal information](#)

We will retain your personal information for only as long as is necessary. Examination records are retained indefinitely unless you have specifically requested that they be deleted.

## [Changes to this policy](#)

This privacy policy may change from time to time. We recommend that you visit this page periodically to keep up to date with any changes.

## [Making a complaint to the Information Commissioner's Office](#)

If you are not satisfied with our response to any query you raise with us, or you believe we are processing your personal data in a way that is inconsistent with the law, you can complain to the Information Commissioner's Office through their helpline: **0303 123 1113**.

