



Guidance

Privacy Notice: national curriculum assessments helpline

Updated 14 October 2021

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1. Who we are

The Standards and Testing Agency (STA) is an executive agency of the Department for Education (DfE), responsible for the development and delivery of assessments for children in education between reception and the end of key stage 2.

The national curriculum assessments helpline supports schools and other stakeholders to deliver national curriculum tests and assessments.

We can be contacted by telephone on 0300 303 3013 and by email at assessments@education.gov.uk.

Live chat and message us services are also available to schools and local authorities via the Primary Assessment Gateway website.

The national curriculum assessments helpline is delivered by our contracted partners on our behalf. DfE is the data controller for the personal data processed by the national curriculum assessments helpline.

2. The personal data we use

The personal data collected and processed when you contact the national curriculum assessments helpline includes:

- name
- email address
- phone number

The following information may also be collected and processed:

- job title
- school name / local authority name / academy trust name / organisation name
- school DfE number, local authority number or academy trust number

If your enquiry is about a pupil, the following data may also be collected and processed:

- unique pupil number
- date of birth
- initials

3. How we use your information

We collect, process and store your personal data when you contact the national curriculum assessments helpline, by telephone, email, message us or live chat. In addition, telephone calls to the helpline may be recorded for training and monitoring purposes.

We use this information to resolve your enquiry, to progress a follow up enquiry or to action a request, as appropriate. It is also used to ensure our call agents are appropriately trained and to enable us to continually improve the quality of the service provided.

4. Why our use of your personal data is lawful

In order for our use of your personal data to be lawful, we need to meet one (or more) conditions in the data protection legislation. For the purpose of this project, the relevant condition is:

Article 6(1)(e) UK GDPR, to perform a public task as part of our function as a department.

5. Who will see your personal data

We sometimes need to make personal data available to other organisations. These include contracted partners (who we have employed to deliver the national curriculum helpline on our behalf) and/or other organisations (with whom we need to share your personal data for specific purposes).

Where we need to share your personal data with others, we ensure that this sharing complies with data protection legislation.

6. How long we will keep your personal data

We will only keep the personal data for as long as we need it for the purpose(s) of this piece of work (7 years), after which point it will be securely destroyed. Please note that, under the data protection legislation, and in compliance with the relevant conditions, we can lawfully keep personal data processed purely for research purposes indefinitely.

7. Your data protection rights

You have the right:

- to ask us for access to information about you that we hold
- to have your personal data rectified, if it is inaccurate or incomplete
- to request the deletion or removal of personal data where there is no compelling reason for its continued processing
- to restrict our processing of your personal data (i.e. permitting its storage but no further processing)
- to object to direct marketing (including profiling) and processing for the purposes of scientific/historical research and statistics
- not to be subject to decisions based purely on automated processing where it produces a legal or similarly significant effect on you

If you need to contact us regarding any of the above, please do so via the DfE at: <https://www.gov.uk/contact-dfe>.

Further information about your data protection rights appears on the [Information Commissioner's website](#)

8. The right to lodge a complaint

As an executive agency of the DfE, STA determines the purposes and means of processing personal data as part of the administration of the national curriculum assessments. You can find more information about this in DfE's [Personal information charter](#).

If you are unhappy with our use of your personal data, please [contact us](#) and state 'national curriculum assessments helpline and use of personal data'.

Alternatively, you have the right to raise any concerns with the [Information Commissioner's Office \(ICO\)](#).

9. Last updated

We may need to update this privacy notice periodically, so we recommend that you revisit this information from time to time. This version was last updated in October 2021.

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