

# GDPR CQI IRCA Policy & Booking Terms

## Cancellation Policy

Places cancelled within 10 working days of commencement must be paid in full. Substitutions may be made at any time at no additional charge.

## Notice of processing data for delegates

The data held by IQC includes your name, your email address, organisation name and the course in which you are registered, the date of your course and the results of final assessments that you have completed. We also hold a copy of your certificate in the event a copy is required along with the address given to us for your certificate to be sent to.

Please also note the following on relation to data we send to The Chartered Quality Institute (the CQI).

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The Chartered Quality Institute (the CQI) has approved your training provider to deliver the certified course that you are attending.

During or after your course has finished, your training provider sends us some information about you.

As a registered UK charity, the CQI is subject to the General Data Protection Regulation (GDPR), a European law that gives you certain rights with respect to your personal data that is shared with the Institute.

We process your data in order to:

- Provide you with a verifiable record at the conclusion of the course
- Assess the provider and the training that you have received.

The data that is shared with us by your training provider includes your name, your email address, the name of your tutor, the course in which you are registered, the date of your course and the results of final assessments that you have completed.

You are assigned a student identification number when you register for a CQI or IRCA certified course. We retain your name, course and exam details, and this student identification number in perpetuity, so that we can verify, upon request, that you completed the course for which you have registered.

We use your name, email address and course information to send you a personalised email following the conclusion of your course, in which we ask you to give us feedback on your experience with the course, your tutor and the training provider. We also ask you whether

you are interested in receiving additional information from us about the quality profession, the CQI and IRCA, and our products and services.

As a data subject you have certain rights under the GDPR including, for example, the right to access the data that we hold about you. You can contact the CQI directly or through your training provider to exercise your GDPR rights.

The CQI can be reached directly at: [training@quality.org](mailto:training@quality.org).