

Information Utilisation & Retention Policy



The Street Works Qualifications Register (SWQR), is required to hold records, assessment results and other ancillary information to allow it to meet its requirements under the *New Roads and Street Works Act 1991 (NRSWA)*.

Record Retention

The secure retention of all data is paramount to SWQR. In support of this, The Department for Transport (England, Wales and Northern Ireland) and Transport Scotland have agreed that all information held about a candidate which is more than seven years after the SWQR card expiry date, will be removed completely from all SWQR systems.

This retention timeline complements the card renewal requirements for both re-registration (Wales and Northern Ireland) and re-assessment (England and Scotland).

There is one exception to this rule:

- For those candidates who have subscribed to our *Street Works Licence Reminder Service*, if a candidate does not renew their expiry date then the Licence Reminder Service account will be deleted 30 days after the card expiry date.

What information do we hold on candidates?

SWQR candidate records include:

- candidate personal details such as name, gender, address, date of birth, photograph;
- primary country of work;
- the SWQR qualifications achieved by the candidate and the assessment results;
- the registered Awarding Body and training centre for the candidate;
- Awarding Body and SWQR number;
- SWQR card details which would include card type issued, date issued and card expiry date;
- complex candidate enquiries that our team has processed;
- complaint and investigation findings.

Why SWQR holds information about Candidates

We hold information on candidates for a variety of reasons:

- process applications to generate SWQR cards;
- resolution of queries;
- match awarding body results to the application;
- complaint investigations;
- if registered for our *Street Works Licence Reminder Service*, to notify candidates of their SWQR card expiry date.

What information to do we hold on Training Centres and Employers?

SWQR collects information about training centres who are approved by Awarding Bodies, to offer units and qualifications that entitle candidates to be issued a SWQR card and large employers who submit applications on behalf of their employees.

SWQR records include:

- contact details of key personnel;
- address(es), telephone number and email;
- centre status;
- Awarding Body approval(s).

Why SWQR holds information about Training Centres and Employers

We hold information on centres and employers for a variety of reasons:

- batches of applications submitted;
- SWQR cards generated and printed;
- resolution of queries relating to application processing;
- issuing invoices and credit notes and recording purchase order numbers;
- complaint investigations;
- identifying any centres and employers 'on hold'.

What information to do we hold on Awarding Bodies?

SWQR collects information about Awarding Bodies who approve training centres to offer units and qualifications that entitle candidates to be issued a SWQR card.

Awarding Body information we retain includes:

- contact details of key personnel;
- address(es), telephone number and email;
- results information for candidate certification;
- frequency of results information provided;
- approved centre details for SWQR qualifications;
- numbering format for SWQR qualifications.

Why SWQR holds information about Awarding Bodies

We hold information on Awarding Bodies for a variety of reasons:

- resolution of queries relating to application processing and results;
- complaint investigations;
- identifying any centres 'on hold';
- validation of the information received from the centres and candidates.

Data Sharing

In order to produce valid cards which have been verified against the Awarding Body results, SWQR needs to share information between training centres and Awarding Bodies.

We also share information with:

- 1.1. Department for Transport (for England, Northern Ireland and Wales) and Transport Scotland;
- 1.2. local authorities;
- 1.3. authorised officials;
- 1.4. authorised contractors and internal departments;

for the purpose of statistical reporting, confirming valid registrations, maintaining and developing IT solutions, generating invoices and credit notes and to identifying how our service can be improved.

2. Candidates who have queries specific to their individual registrations.