

Privacy Policy

Last updated May 2026

1. Overview

Results Consortium Limited is committed to protecting your personal data and respecting your privacy. It is our policy to respect the privacy of private communication. This Privacy Policy explains what personal data we collect, why we collect it, how we use it, and your rights in relation to it in accordance with the UK GDPR and the Data Protection Act 2018.

We act as the data controller for the personal data we collect through this website, meaning we are responsible for deciding how and why it is used.

The information you provide to us will be held for Results Consortium Limited on servers based in the UK, and where any transfer outside the UK is necessary, we will ensure appropriate safeguards are in place and will inform you of this within this Policy.

We collect and use your personal data only where we have a lawful basis to do so. The lawful bases we rely on are set out in this Policy alongside each category of processing activity. Where we rely on your consent, you have the right to withdraw it at any time.

This Privacy Policy applies only to the Results Consortium Limited website and does not extend to external websites.

You have a number of rights in relation to your personal data, including the right to access, correct or request deletion of your data.

If you have any questions about this Policy or how we handle your personal data, please contact us using the details provided in the Contact us section.

2. What data do we collect?

We collect personal data provided during registration. You are responsible for ensuring that the data you provide is accurate.

We do not monitor your use of the Internet, but we do use cookie technology to monitor your use of CANVAS and Moodle. This information is not stored alongside your personal data and will only be used in an anonymised and aggregated form. We may process your personal data in combination with the course/assignment documents and forms downloaded in order to maintain and improve the services we offer and send you alerts about important updates to such content.

3. CCTV

Results Consortium Limited uses CCTV at its premises to help keep staff, students, visitors, and property safe, and to support the prevention and detection of crime.

Why we use CCTV

CCTV cameras may record images of anyone present in monitored areas. We do this on the basis of our legitimate interests in maintaining a safe and secure environment, and where required, to meet our legal obligations under applicable law. We have conducted a Legitimate Interests Assessment to confirm that our use of CCTV is necessary and proportionate, and that it does not override the rights and freedoms of individuals.

CCTV footage is used only for the purposes stated in this section. It is not used for any other purpose incompatible with those stated here.

How we store and protect footage

All CCTV recordings are held securely and can only be accessed by authorised members of staff. Footage is typically retained for 30 days, after which it is securely and permanently deleted. Footage may be kept for longer if it is needed in connection with:

- An ongoing investigation
- A safeguarding concern
- Legal proceedings or a legal obligation to retain it

Sharing footage

We may share CCTV footage with the police or other lawfully authorised bodies where it is necessary, proportionate and lawful to do so.

Signage

We display clear notices in all areas covered by CCTV to let people know that recording is taking place.

Your rights

You have the right to request access to any CCTV footage in which you appear. To do so, please submit a Subject Access Request (SAR) in line with your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

4. What do we use your data for?

We use your personal data for the following purposes:

- Providing and managing your account and/or Registration(s).
- Supplying you with information, documents, forms, and other content either by post, or by email. You can control your email preferences by contacting datacontroller@resultsco.org.uk to opt out of our newsletters and bulletins when you register (or at any time thereafter). Some emails are an integral part of the Results Consortium Limited service you sign up for when registering with us and cannot be opted out of registering, you are consenting to us using your personal data to send such emails.
- We will never send you any spam and always aim to ensure that our emails will be genuinely useful to recipients.
- Communicating with you. This may include responding to emails or calls from you.
- Building up a profile of your interests and preferences based on your download history.

Our processing of your personal data is based on our legitimate interests and is necessary to provide our services to you and to continually improve it and the content we make available.

Our use of your personal data is limited to that which is reasonably required to provide our service to you and to make improvements to those services. We will only use your personal data for the purposes set out in this Privacy Policy and will ensure that such use is proportionate and does not override your rights and interests.

In addition, when you register with us, your personal data is necessary for the formation of the contract between you and Results Consortium Ltd and the completion of your registration.

5. What cookies do we use?

We use cookies and similar technologies on our website and learning platforms (Canvas and Moodle). Some cookies are essential for the platforms to function; others help us improve our services. Where required by law, we will request your consent before placing non-essential cookies on your device.

Results Consortium Limited uses the following cookies and related technologies for the following purposes.

Cookie	Category	Purpose
Session / identity	Strictly Necessary	Stores login, name and course details. Essential for site functionality.
Canvas	Strictly Necessary	Manages your Canvas learning platform session.
canvasAdmin, AdminEmail	Admin only	Internal back-office use only. Not set for students.
SuperAdmin, SuperAdminEmail	Admin only	Internal super-admin system only. Not set for students.
MoodleSession	Strictly Necessary	Maintains your Moodle login session.
MOODLEID1_	Functional	Remembers your Moodle username if you select 'Remember me'.
mdl_* (various)	Strictly Necessary	Core Moodle functionality: quizzes, navigation, course tracking.
_ga, _gid, _gat	Analytics	Anonymised usage data to improve services. Not used for marketing.

6. How long do we keep your personal data?

Personal data provided during registration is retained for as long as necessary to provide our services and meet our legal, regulatory and contractual obligations. This includes maintaining student records in line with regulatory requirements. Data will not be kept longer than necessary and will be securely deleted or anonymised when no longer required. You may request deletion of your account by contacting datacontroller@resultsco.org.uk, subject to any legal or regulatory obligations that require us to retain certain information.

7. How and where do we store or transfer your personal data?

We only store your personal data within the UK where it is subject to the UK GDPR and the Data Protection Act 2018.

In limited cases, personal data may be accessed by a third-party IT contractor located outside the UK. Where this occurs, appropriate safeguards are in place to protect your data, including a data processing agreement incorporating standard contractual clauses or an International Data Transfer Agreement (IDTA), ensuring an equivalent level of protection.

8. Do we share your personal data?

We share your personal data with selected third parties exclusively to provide services to you, only with the following parties for the following purposes:

- Office for Students (OfS): for regulatory compliance and reporting.
- HESA / JISC: for statutory data returns and sector reporting.
- Student Loan Company (SLC): for student finance administration.
- Awarding bodies and partner universities: for assessment, certification and academic administration.
- Employer Data Record Service (EDRS): for registration purpose.
- Personal data may be shared with employers only where this is relevant (e.g. placements or progression opportunities) and in line with your expectations or consent where required.

To the extent necessary to provide our services, personal data provided during registration, and data relating to the courses, may be shared with third parties within the UK or European Economic Area (EEA) who we engage from time to time to provide us with any services or facilities which we use for the purpose of administering our business and providing our products and services to customers. Data is processed in accordance with applicable data protection legislation.

In some cases, personal data may be transferred to our third-party IT contractor outside the UK, which provides us with IT services facilitating our provision of products and services via our website and email communications to those who register as customers with us. Where this occurs, appropriate safeguards are in place to protect your data, including a data processing agreement incorporating standard contractual clauses or an International Data Transfer Agreement (IDTA). These measures ensure that your personal data is afforded a level of protection equivalent to that required under the UK GDPR.

9. What are your rights as a data subject?

Individual data subjects have the following rights under the GDPR which we will always work to uphold:

- The right to be informed about how your personal data is collected and used (as described in this Privacy Policy).
- The right to access your personal data by means of a subject access request (see below).
- The right to rectification if your personal data is inaccurate or incomplete.
- The right to erasure (the "right to be forgotten"), subject to legal and regulatory requirements.

- The right to restrict or object to processing of your personal data in certain circumstances.
- The right to data portability. This means that you can ask us for a copy of your personal data to re-use with another service or business. Please note, however, that this right applies only if you have provided personal data to us directly, we are using it with your consent or for performance with a contract, and your data is processed using automated means.
- Rights relating to automated decision-making and profiling. We do not, however, use your personal data in this way.

For further information about our use of your personal data or exercising your rights as outlined above, please contact us.

Further information about your rights can be obtained from the Information Commissioner's Office. You also have the right to lodge a complaint with the Information Commissioner's Office if you feel that your rights have been breached.

10. How can you access your personal data?

You may request access to the personal data you have provided during registration by submitting a request by email.

To make a subject access request, please submit your request in writing to the email or postal address below, clearly stating that it is a 'subject access request'.

We do not normally charge a fee for subject access requests. However, a reasonable fee may be charged where a request is manifestly unfounded or excessive (for example, if it is repetitive). We will respond to your subject access request within one month of receiving it. In the unlikely event that your request is particularly complex, a further two months may be required but we will keep you informed if this is the case.

11. How to contact us?

To contact Results Consortium Limited regarding your personal data or data protection matters, including making a subject access request, please use the following details. We will respond as soon as possible:

Contact Details

Email: datacontroller@resultsco.org.uk

Telephone: +44 20 3961 7036

Postal Address: London East-UK Business Technology Park, Yewtree Avenue, Dagenham, England, RM10 7FN

12. Changes To This Privacy Policy

We may update this Privacy Policy from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. Where appropriate, we will notify you of any significant changes by email or through other appropriate communication channels.