

# **QA Ltd Data Sharing and Processing Agreements**

Prepared by: Graeme Sayer

Prepared for: Philip Young

Date: 18 December 2024

Issue: 1.6

## **INTERNAL**

This document may be disclosed to any QA Ltd customer in relation to the data processed within service delivery.

## Version control

### Document Approval

Name	Position	Viewed / comments
Philip Young	General Counsel	Approved

### Revision History

Version	Issue date	Author	Description of change
1.6	18/12/2024	Graeme Sayer, Information Security and Governance Officer	Subprocessors reviewed and updated across all Products.
1.5	16/07/2024	Graeme Sayer, Information Security and Governance Officer	Rebranded; Subprocessors reviewed and updated.
1.4	16/11/2023	Graeme Sayer, Information Security and Governance Officer	Subprocessors reviewed and updated.



## Contents

1. Introduction.....	4
2. Document Review .....	4
3. QA Learning.....	5
4. QA Apprenticeships .....	6
5. QA Learning Platform .....	7
6. QA Talent .....	8
7. Circus Street .....	9



## 1. Introduction

This document includes Data Sharing and Data Processing agreements for the management of data transacted between the Supplier (QA Ltd including QA USA, Inc. and other QA entities) and its customers.

The third parties listed are the core set expected to be used within service delivery, however, there may be other third parties introduced depending on the nature of the services requested by the customer and within the management of delivery by Supplier. These additional third parties will be specified within the order.

## 2. Document Review

This document shall be reviewed on a periodic basis not less frequently than annually or where the nature of services provided by the Supplier are varied.

### 3. QA Learning

Data Controller/Processor	Supplier will act as a Data Processor with the customer being the Data Controller.			
Subject matter and Purpose of data processing	Management and delivery of training and learning services, including examination and certification.			
Nature of the processing	The processing of Personal Data is required for the provision of the agreed services, which may include the collection, recording, organisation, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction of data as described			
Categories of data subjects	Employees and/or representatives of the client			
Type of personal data processed	<ul style="list-style-type: none"><li>- First name</li><li>- Last name</li><li>- Work email address</li><li>- Job title</li><li>- Line manager First and Last name</li><li>- Line manager email address</li><li>- Phone numbers</li><li>- Booker email address</li></ul>		<ul style="list-style-type: none"><li>- Training delivery location</li><li>- Courses booked, attended and/or progression</li><li>- Exam administration, outcome and/or attainment</li><li>- Evaluations of products and services</li><li>- Complaints</li><li>- Geo-location data (IP address)</li><li>- Consent and marketing preferences</li><li>- Marketing related data</li></ul>	
	Supplier may process personal email address and/or personal home address where the employee works remotely and requires course materials to be provided in physical form.			
Special category data (Sensitive data)	Supplier may process health information where provided by the learner to request or implement reasonable adjustments to the learning or examination environment or conditions.			
Duration of processing	Duration is term of contract plus appropriate retention periods to meet legal and regulatory requirements.			
Data Retention	Personal Data will be retained in line with our retention policy and to comply with legal obligations. Learner and transactional record retention is current financial year plus six (6) years.			
Description of technical and organisational controls	<ul style="list-style-type: none"><li>• CIA Objectives - Confidentiality, Integrity, Availability</li><li>• Information Ownership and Custodianship - Internal Governance</li><li>• Information Risk Management</li><li>• Privacy Compliance</li><li>• Minimization and Limitation of Information Quantity</li><li>• Data and Information Retention</li><li>• Compliance with Privacy, Laws, Regulations, Customer Agreements</li><li>• Management Oversight</li><li>• Human Resources Security</li><li>• Information Classification</li></ul>		<ul style="list-style-type: none"><li>• Least Privilege and Need to Know</li><li>• System Classification</li><li>• Information Handling</li><li>• Location and Jurisdiction</li><li>• Requests from Authorities, Governments or Third parties</li><li>• Contractual Controls toward Providers, Supplier Assessment, Compliance Reporting</li><li>• Secure SDLC Policy</li><li>• Business Continuity</li><li>• Disaster Recovery</li><li>• Security Controls</li><li>• Destruction and removal of Information or data</li></ul>	
Return or Destruction of the Personal Data	Data will be returned to the client or destroyed in line with contractual requirements. Data retained for legal and regulatory requirements will be sanitised when no longer required in line with NCSC guidance.			
Subprocessors & Onward Transfers	<b>Business Systems</b>			
Transfers are made in accordance with the relevant legislative requirements which include EU SCC and UK IDTA.	Adobe (Sign)	EEA (Ireland & Germany) - AWS	Hotjar	USA
	Calendly*	USA	MeasureUP	USA
	Cisco (Webex)	UK	Microsoft (e.g. M365)	UK, EEA - Azure
	Cognism*	UK, EEA, Switzerland	Qualtrics	UK
	Egress Software	UK - Azure	Recurly*	USA
	Filestack*	USA	Salesforce	UK, EEA (Germany)
Note that sharing/transfers to the listed and additional third parties will vary depending on the requested service.	<b>Delivery Platforms</b>			
	Cisco (Network Academy)	USA	Mimeo	UK, USA, EEA (Germany) - Azure, Google Cloud
	Cisco (Webex)	UK	Miro	UK, USA
	Cornerstone Inc	UK, EEA (Germany) - AWS	Open University	UK
Certification bodies (as independent Data Controllers) have been omitted from this table.	Go Deploy Ltd	UK - AWS, Microsoft Azure and Google Cloud Platform	QA Group Learning Platform	USA - AWS US-WEST2 (Oregon)
	GoTo Technologies (formerly LogMeIn)	EEA, USA	Skillable (Hands On Learning)	UK - Azure
	Microsoft (Teams)	UK - Azure		
Subprocessors marked (*) only in respect of QA Learning Platform subscribers.	<b>Common IT Infrastructure and Systems</b>			
	Egress Software Technologies	UK - Azure	Node4 (Co-lo datacentres and DRaaS)	UK
	Iron Mountain	UK	PwC / PaloAlto	EU - GCP
	KeepIT	UK	Vipre Security Ltd	UK
	Microsoft (Azure hosting)	UK, EEA - Azure		
Data Processing Locations	Supplier has staff within the UK and EEA who potentially may be required to access customer and learner data. Primary vendor data locations are noted in the Subprocessor section above.			

## 4. QA Apprenticeships

Data Controller/Processor	Supplier will act as an independent Data Controller.																																																																																											
Subject matter and Purpose of data processing	Personal data in connection with management and delivery of apprenticeship programmes, including delivery, assessment, examination, progress and attainment.																																																																																											
Nature of the processing	The processing of Personal Data is required for the provision of the agreed services, which may include the collection, recording, organisation, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction of data as described herein.																																																																																											
Categories of data subjects	Employees and/or representatives of the client																																																																																											
Type of personal data processed	<b>Learner:</b> First name, surname, business email address, personal email address (optional), phone number(s), identity verification, country of residence, nationality, ethnicity, date of birth/age, gender/legal sex, disabilities and/or medical conditions, written statement, NI number, passport number, educational achievements, career history & status, personal qualities, skills, competencies & achievements, interests & hobbies, non-academic achievements, professional qualifications, languages spoken and driving licence status, Additional Learning Needs (ALN), address, employer, job title, next of kin, qualifications, programme learning plan, progress band, activities, Individual Learner Record (ILR) data, finance details, review summary, review detail, skill scans, functional skills achievement, End Point Assessment (EPA) tracking, photograph (optional), recruitment documents, marketing/consent preferences, contract alignment data, marketing related data, geo-locational data.  <b>Employer (line manager) related:</b> First name, surname, business email address, telephone number(s), marketing/consent preferences, marketing related data, geo-locational data.																																																																																											
Special category data (Sensitive data)	Racial or ethnic origin Health data Sexual orientation																																																																																											
Duration of processing	Duration is term of contract plus appropriate retention periods, e.g. for legal and regulatory compliance (Ofsted and other HMG funding mandated requirements)																																																																																											
Description of technical and organisational controls	<ul style="list-style-type: none"><li>● CIA Objectives - Confidentiality, Integrity, Availability</li><li>● Information Ownership and Custodianship - Internal Governance</li><li>● Information Risk Management</li><li>● Privacy Compliance</li><li>● Minimization and Limitation of Information Quantity</li><li>● Data and Information Retention</li><li>● Compliance with Privacy, Laws, Regulations, Customer Agreements</li><li>● Management Oversight</li><li>● Human Resources Security</li><li>● Information Classification</li></ul>		<ul style="list-style-type: none"><li>● Least Privilege and Need to Know</li><li>● System Classification</li><li>● Information Handling</li><li>● Location and Jurisdiction</li><li>● Requests from Authorities, Governments or Third parties</li><li>● Contractual Controls toward Providers, Supplier Assessment, Compliance Reporting</li><li>● Secure SDLC Policy</li><li>● Business Continuity</li><li>● Disaster Recovery</li><li>● Security Controls</li><li>● Destruction and removal of Information or data</li></ul>																																																																																									
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Data Processing Locations	Supplier has staff within the UK and EEA who potentially may be required to access customer and apprentice data. Primary vendor data locations are noted in the Subprocessor section above.																																																																																											



## 5. QA Learning Platform

Data Controller/Processor	Supplier will act as a Data Processor with the customer being the Data Controller.			
Subject matter and Purpose of data processing	Management and provision of content delivery platform (the Learning Platform) including skills assessment, examination, certification and marketing related activity.			
Nature of the processing	The processing of Personal Data is required for the provision of the agreed services, which may include the collection, recording, organisation, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction of data as described herein. Data may be used for marketing purposes where consent or other lawful basis has been confirmed.			
Categories of data subjects	Employees and/or representatives of the client.			
Type of personal data processed	<div>- First name</div> <div>- Last name</div> <div>- Email</div> <div>- Photo</div> <div>- IP address (Geo-location data)</div> <div>- Marketing related data</div>	<div>- Company</div> <div>- Country</div> <div>- Member since</div> <div>- Time zone</div> <div>- Activity logs</div> <div>- Consents</div> <div>- License related data</div>	<div>- Personal website</div> <div>- LinkedIn profile</div> <div>- Study plan</div> <div>- Exam details</div> <div>- Password(s)</div> <div>- Attainment</div> <div>- Complaints</div>	<div>- Hands on lab</div> <div>- Quizzes</div> <div>- Skills growth</div> <div>- Activities</div> <div>- Enquiries</div> <div>- Preferences</div>
Special category data (Sensitive data)	None Processed			
Duration of processing (Data Retention)	Duration is term of contract plus appropriate retention periods to meet legal and regulatory requirements.			
Description of technical and organisational controls	<div>● CIA Objectives - Confidentiality, Integrity, Availability</div> <div>● Information Ownership and Custodianship - Internal Governance</div> <div>● Information Risk Management</div> <div>● Privacy Compliance</div> <div>● Minimization and Limitation of Information Quantity</div> <div>● Data and Information Retention</div> <div>● Compliance with Privacy, Laws, Regulations, Customer Agreements</div> <div>● Management Oversight</div> <div>● Human Resources Security</div> <div>● Information Classification</div> <div>● Information Handling</div>		<div>● Least Privilege and Need to Know</div> <div>● System Classification</div> <div>● Location and Jurisdiction</div> <div>● Requests from Authorities, Governments or Third parties</div> <div>● Contractual Controls toward Providers, Supplier Assessment, Compliance Reporting</div> <div>● Secure SDLC Policy</div> <div>● Business Continuity</div> <div>● Disaster Recovery</div> <div>● Security Controls</div> <div>● Destruction and removal of Information or data</div>	
Return or Destruction of the Personal Data	Data will be destroyed in line with legal and contractual requirements. Customers can discuss any requirement for Supplier to return data at the end of contracted period.			
Subprocessors & Onward Transfers <div>Transfers are made in accordance with the relevant legislative requirements which include SCC and IDTA.</div> <div>Note that sharing/transfers to the listed third parties will vary depending on the functionality and features used within the Platform service.</div> <div>Business contact data may also exist in QA business systems detailed within the QA Learning Data Processing Agreement.</div>	Auth0	USA		
	AWS	USA		
	Churnzero	USA		
	Cube.dev	USA		
	Daily	USA		
	Google (GCP)	USA		
	Microsoft Azure (Labs)	EEA, USA		
	OpenAI	EEA (Ireland), USA		
	Pendo	USA		
	Rustici (ScormCloud)	USA		
	Stitchdata	USA		
	Stripe.com	EEA (Ireland), USA		
	Tackle.io	USA		
	Twilio (Sendgrid)	USA		
	Workato	USA		
Data Processing Locations	Supplier has staff within the United States, UK, EEA, Switzerland, Philippines, Australia, New Zealand, Indonesia, Brazil, Canada, and the Turks and Caicos Islands who potentially may be required to access customer data. Primary vendor data locations are noted in the Subprocessor section above. Please refer to QA's Platform Privacy Notice ( <a href="https://www.qa.com/legal_documents/qa-usa-platform-privacy-notice-2024_18june2024.pdf">https://www.qa.com/legal_documents/qa-usa-platform-privacy-notice-2024_18june2024.pdf</a> ) for details of its processing.			

## 6. QA Talent

Data Controller/Processor	Supplier will act as a Data Processor with the customer being the Data Controller.			
Subject matter and Purpose of data processing	Provision of consulting and development resource to work with customer teams to deliver the contracted services.			
Nature of the processing	The processing of Personal Data is required for the provision of the agreed services, which may include the collection, recording, organisation, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction of data as described			
Categories of data subjects	Employees and/or representatives of the client			
Type of personal data processed	<ul style="list-style-type: none"><li>- First name</li><li>- Last name</li><li>- Work email address</li><li>- Job title</li><li>- Line manager First and Last name</li><li>- Line manager email address</li><li>- Phone numbers</li></ul>	<ul style="list-style-type: none"><li>- Project and engagement related personal data</li><li>- Evaluations of products and services</li><li>- Complaints</li><li>- Geo-location data (IP address)</li><li>- Consent and marketing preferences</li><li>- Marketing related data</li></ul>		
Special category data (Sensitive data)	None Processed			
Duration of processing	Duration is term of contract plus appropriate retention periods to meet legal and regulatory requirements.			
Data Retention	Personal Data will be retained in line with our retention policy and to comply with legal obligations. Financial transactional record retention is current financial year plus six (6) years.			
Description of technical and organisational controls	<ul style="list-style-type: none"><li>● CIA Objectives - Confidentiality, Integrity, Availability</li><li>● Information Ownership and Custodianship - Internal Governance</li><li>● Information Risk Management</li><li>● Privacy Compliance</li><li>● Minimization and Limitation of Information Quantity</li><li>● Data and Information Retention</li><li>● Compliance with Privacy, Laws, Regulations, Customer Agreements</li><li>● Management Oversight</li><li>● Human Resources Security</li><li>● Information Classification</li></ul>	<ul style="list-style-type: none"><li>● Least Privilege and Need to Know</li><li>● System Classification</li><li>● Information Handling</li><li>● Location and Jurisdiction</li><li>● Requests from Authorities, Governments or Third parties</li><li>● Contractual Controls toward Providers, Supplier Assessment, Compliance Reporting</li><li>● Secure SDLC Policy</li><li>● Business Continuity</li><li>● Disaster Recovery</li><li>● Security Controls</li><li>● Destruction and removal of Information or data</li></ul>		
Return or Destruction of the Personal Data	Data retained for legal and regulatory requirements. No data is expected to be returned to the customer.			
Subprocessors & Onward Transfers  Transfers are made in accordance with the relevant legislative requirements which include EU SCC and UK IDTA.  Note that sharing/transfers to the listed and additional third parties will vary depending on the requested service.	<b>Business Systems</b>			
	Adobe (Sign)	EEA - Azure	Salesforce	UK, EEA (Germany)
	Cisco (Webex)	UK	Software Services Group Ltd (Recrutive)	UK
	Microsoft	UK, EEA - Azure		
	<b>Common IT Infrastructure and Systems</b>			
	Cisco (MFA)	EEA (Ireland)	Microsoft	UK, EEA - Azure
	Egress Software Technologies Ltd	UK - Azure	Node4	UK
	Iron Mountain	UK	PwC / PaloAlto	EU - GCP
	KeepIT	UK	Vipre Security Ltd	UK
	Data Processing Locations	Supplier has staff within the UK and EEA who potentially may be required to access customer data. Primary vendor data locations are noted in the Subprocessor section above.		

## 7. Circus Street

Data Controller/Processor	Supplier will act as a Data Processor with the customer being the Data Controller.																																																										
Subject matter and Purpose of data processing	Creation, management and delivery of training and learning services, including assessment.																																																										
Nature of the processing	The processing of Personal Data is required for the provision of the agreed content creation and portal services, which may include the collection, recording, organisation, structuring, storage, adaptation, or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction of data as described herein.																																																										
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Subprocessors & Onward Transfers	<table><tr><th colspan="5">Business Systems</th></tr><tr><td>Amazon Web Services Inc</td><td>Ireland</td><td>Potential</td><td colspan="2">UK</td></tr><tr><td>Avidly</td><td>Finland, Sweden, Denmark and Canada</td><td>QA Group Learning Platform</td><td colspan="2">USA, EEA</td></tr><tr><td>Bitwater Learning Inc</td><td>USA</td><td>Roadmunk</td><td colspan="2">EEA, USA, Australia</td></tr><tr><td>Circus Street Australia Pty Limited</td><td>Australia</td><td>Salesforce</td><td colspan="2">UK, EEA (Germany)</td></tr><tr><td>Circus Street Inc</td><td>USA</td><td>Survey Monkey Inc.</td><td colspan="2">UK, USA</td></tr><tr><td>Google Inc</td><td>UK, USA</td><td>Turtl</td><td colspan="2">UK</td></tr><tr><td>Microsoft Inc</td><td>UK, USA</td><td>TypeForm</td><td colspan="2">Spain</td></tr><tr><td>Miro</td><td>UK, USA</td><td>Xero</td><td colspan="2">New Zealand</td></tr><tr><td>Notion</td><td>USA</td><td>Zendesk Inc.</td><td colspan="2">UK, USA</td></tr><tr><td>Postmark</td><td>USA</td><td>Zoom</td><td colspan="2">UK, USA</td></tr></table>				Business Systems					Amazon Web Services Inc	Ireland	Potential	UK		Avidly	Finland, Sweden, Denmark and Canada	QA Group Learning Platform	USA, EEA		Bitwater Learning Inc	USA	Roadmunk	EEA, USA, Australia		Circus Street Australia Pty Limited	Australia	Salesforce	UK, EEA (Germany)		Circus Street Inc	USA	Survey Monkey Inc.	UK, USA		Google Inc	UK, USA	Turtl	UK		Microsoft Inc	UK, USA	TypeForm	Spain		Miro	UK, USA	Xero	New Zealand		Notion	USA	Zendesk Inc.	UK, USA		Postmark	USA	Zoom	UK, USA	
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Transfers are made in accordance with the relevant legislative requirements which include EU SCC and UK IDTA.																																																											
Note that sharing/transfers to the listed and additional third parties will vary depending on the requested service.																																																											
Data Processing Locations	Supplier has staff within the UK and EEA who potentially may be required to access customer and learner data. Primary vendor data locations are noted in the Subprocessor section above.																																																										

