

Data Protection and Retention Policy

- We are registered with the Information Commissioner's Office (ICO) and abide by Data Protection Legislation. Our ICO registration number is : ZA053461
- We will put in place technical, organisational and security measures are in place to prevent unauthorised access to or loss and / or destruction of information, and report any breaches to the relevant party (including Save Face).
- Before we process your data, we will obtain written consent from you that it will be processed in accordance with our data protection notice.
- You can request copies of your personal data by asking for a Subject Access Request. We charge £10, in accordance with statutory guidelines.

Record Retention For Practitioners and Clinics

- We will retain sufficient assessment and verification records to allow for review of assessment over time.
- The following documents are retained for a period of at least 3 years:
 - Learner application records (prior learning)
 - Record of achievement / tracking documents
 - Assessment plans, action plans, and feedback reports
 - Audio / video recordings of assessments
 - Investigation and interview records
 - Internal quality verification sampling plans, records and feedback reports
 - Staff recruitment, DBS and competency records

(NB: Time requirements may vary depending on the regulator's requirements, any variation will be noted in specific qualification specifications and those take precedence)

Retention of assessment evidence

- Your assessments will not usually be returned to you until we complete verification; unless we make a copy.
- We will retain a digital copy of your portfolio of assessment evidence for a period of at least 3 years, unless it is not practicable to do so.
- We may have to ask you to provide your portfolio back to us for review within 3 years.

Data Protection Notice

We, Save Face, are required to comply with the provisions of the Data Protection Act 1998 (the 'Act') in relation to how we handle any personal data which we obtain from you. Any personal information gathered will only be used in the context of your studies with us. We may also collect sensitive personal data relating to you but only with your explicit consent in advance.

We may process all the information we obtain from you to enable us to fulfil our contractual obligations to you.

We may also request further information from third parties or shall disclose your details to other selected third parties, such as Save Face, their regulators or industry bodies. In disclosing your personal details to us, you agree that we may process and in particular may disclose your personal data:

- As required by law to any third parties
- To Save Face, who will process your personal data in accordance with their Data Protection Policy (available at:

By accepting our terms and services, you accept that we will process your information as above.

Handling of Patient Complaints and Investigations Regarding Save Face Accredited Practitioners and Clinics

- Where a patient complaint is made to Save Face about a Save Face-accredited practitioner or clinic, we will process personal data for the purpose of investigating and resolving the complaint, and to comply with our regulatory, safeguarding and legal obligations.
- As part of any investigation, we may request information from the clinic and the patient. This may include, but is not limited to: treatment records, consent forms, aftercare advice, appointment notes, before-and-after images, correspondence, and any other records relevant to the complaint.
- We will only request and process the minimum personal data necessary to conduct the investigation and will explain the lawful basis for that processing to the individuals concerned.
- All information provided to us for the purposes of a complaint investigation will be held securely and access will be restricted to staff involved in the investigation and any authorised third parties (for example, regulators or external investigators) where disclosure is necessary and lawful.
- Once we have concluded our investigation and any required actions or reporting obligations have been completed, we will delete and securely destroy the records relating to that complaint. Secure destruction includes permanent deletion of electronic records and removal of physical records in line with our secure disposal procedures.
- Exception: where we are required to retain records for longer by law, by a regulator, or because the complaint is referred to another body or becomes subject to legal proceedings, we will retain the records for the period required and will inform the relevant parties of the retention requirement. In such cases the regulator's or legal retention requirement takes precedence over the standard deletion practice.