QAA Privacy Notice

Who we are

The Quality Assurance Agency for Higher Education (‘QAA’, ‘we’, ‘us’ or ‘our’) gathers and processes your personal information in accordance with this privacy notice and in compliance with the relevant data protection regulation and laws. This notice provides you with information regarding your rights and our obligations, and explains how, why and when we process your personal data.

QAA’s registered office is at Southgate House, Southgate Street, Gloucester, GL1 1UB and we are a company registered in England and Wales under company number 03344784. We are also a charity registered in England and Wales with Charity no. 1062746 and in Scotland Charity no. SC037786. We and act as data controller and/or data processor when processing your data. Our Company Secretary is responsible for overseeing Data Protection compliance at QAA and can be contacted at governance@qaa.ac.uk.

Information that we collect

QAA processes personal information to meet our legal, regulatory, statutory and contractual obligations and to provide you with information, either about our products and services or about matters of public interest. We will never collect any unnecessary personal data from you and will not process your information in any way other than as specified in this notice without telling you first.

QAA collects personal information from the following:

**Visitors to our websites**
- visitors to our websites, which include:
  - qaa.ac.uk
  - qaa.ac.uk/scotland
  - accesstohe.ac.uk
  - enhancementthemes.ac.uk
  - the Reviewer Extranet

**Enquirers, visitors and survey respondents**
- people who email QAA or use our contact us forms
- people who call QAA
- people who contact QAA via social media
- people who respond to a QAA survey or consultation
- visitors to our offices

**People exercising a statutory right**
- people who contact QAA in relation to a data protection subject access request
- people who contact QAA about the processing of their personal data
- people complaining about QAA
- people requesting information in alternative formats
Our Customers
- people who use our services, attend a QAA event or an event we are delivering on behalf of another organisation
- QAA Members
- subscribers to QAA News, Quality Enhancement Newsletter or other marketing campaigns and newsletters
- people who have given us their permission to contact them with information and updates
- people who have given their permission to share their story through a case study in either video or written content

Our Colleagues and individuals we engage with
- our employees and workers
- our board and committee members
- contractors
- reviewers
- volunteers
- people who apply to work with us
- members of QAA working groups

We also collect personal data to enable us to carry out our statutory duties or regulatory or other responsibilities. This can include personal data about:
- people submitting Concerns about providers of higher education
- people taking CPD awards offered by QAA
- the staff, governors, associates, students and external examiners at providers of higher education that we review
- Learners registered for an Access to Higher Education Diploma
- Access to Higher Education complaints

How we use your personal data
QAA takes your privacy very seriously and will never disclose, share or sell your data without your knowledge; unless we are required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. The purposes and reasons for processing your personal data are detailed below:

<table>
<thead>
<tr>
<th>Enquirers, visitors, survey respondents and interested parties</th>
<th>To respond to enquiries from the public, provide services, inform our products and services and ensure the safety of our visitors.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose of the processing</td>
<td>To respond to enquiries from the public, provide services, inform our products and services and ensure the safety of our visitors.</td>
</tr>
<tr>
<td>Legal basis of the processing</td>
<td>GDPR Article 6(1)(f) legitimate interest Processing is necessary for the purposes of providing information to the public; responding to enquiries from individuals; recording these responses; providing consistent and accurate information and advice; ensuring the personal safety of individuals attending our premises.</td>
</tr>
</tbody>
</table>
| Categories of personal data collected or processed | Name  
Job title  
Personal email address  
Personal address (correspondents)  
Employer |
<p>| Any recipient or categories of recipients of the personal data | We do not share the personal details of enquirers. Survey respondents’ personal details will be processed by the provider of the survey software used to collect their responses. We ensure that the agreements we have in place with such processors contain adequate provisions for the protection of your personal information, and/or that your personal data is only processed in accordance with our written instructions, and you may ask us to see these at any time. QAA uses Mailchimp to conduct some of its mailout communications (e.g. newsletters) and will share recipients’ email addresses with Mailchimp. We will share visitors’ details with the security/reception providers at our offices. If you have given us your permission, we will share your contact details with our trading subsidiary company, QAA Enterprises Ltd. Where we are running an event on behalf of another organisation, we will share delegates names and their email addresses with that organisation. |
| Details of transfers to third country and safeguards | We conduct mailout communications using Mailchimp, a service provided by The Rocket Science Group LLC, a company based in the United States of America. When you sign up to receive QAA News or our Quality Enhancement Newsletter your contact information may be transferred to Mailchimp in the USA. Read Mailchimp’s privacy terms. |
| The source of the personal data | Provided by data subject or their authorised representative |
| Whether the provision of personal data is part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data | The provision of personal information may be part of a contractual requirement if you are visiting our offices on behalf of a supplier. Provision of personal information may also be a statutory requirement, as it will enable us to discharge our health and safety duties to people attending our offices. In such cases, if you do not provide us with your information, you may be refused entry to our premises. |</p>
<table>
<thead>
<tr>
<th>The existence of automated decision making, including profiling and information about how decisions are made, the significance and the consequences.</th>
<th>None</th>
</tr>
</thead>
</table>

**People exercising a statutory right**

<table>
<thead>
<tr>
<th>Purpose of the processing</th>
<th>To give effect to the individual's statutory right, for example: - right to access information by using our information request procedure - right to access information by making a subject access request - right to be forgotten - right to rectification - right to restrict processing</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Legal basis of the processing</th>
<th>GDPR Article 6(1)(c) Compliance with a legal obligation</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Categories of personal data collected or processed</th>
<th>Name, Personal address, Personal email address, Telephone number, Business email address, Form of Identification (where required)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Any recipient or categories of recipients of the personal data</th>
<th>We will only share your data where we are required to do so by law, or by the Information Commissioner's Office.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Details of transfers to third country and safeguards</th>
<th>None</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>The source of the personal data</th>
<th>Provided by the individual.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Retention period</th>
<th>Up to 3 years from closure of request.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Whether the provision of personal data is part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data</th>
<th>The provision of data is part of a statutory requirement. If you do not provide us with your data, we may not be able to give you the information you request, unless it is already available in the public domain.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>The existence of automated decision making, including profiling and information about how decisions are made, the significance and the consequences.</th>
<th>None.</th>
</tr>
</thead>
</table>

**Our customers**

<table>
<thead>
<tr>
<th>Purpose of the processing</th>
<th>To enable QAA to deliver services and provide information effectively.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Legal basis of the processing</th>
<th>GDPR Article 6(1)(b) performance of a contract</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Categories of personal data collected or processed</th>
<th>Name, Personal email, Business email, Telephone number, Language Preference</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Any recipient or categories of recipients of the personal data</th>
<th>If you have given us your permission, we will share your contact details with our trading subsidiary company, QAA Enterprises Ltd. QAA uses Mailchimp to conduct mailout communications and will share recipients' email addresses with Mailchimp.</th>
</tr>
</thead>
</table>
We conduct **mailout communications** using Mailchimp, a service provided by The Rocket Science Group LLC, a company based in the United States of America. When you sign up to receive QAA News or our Quality Enhancement Newsletter, your contact information may be transferred to Mailchimp in the USA. Read [Mailchimp’s privacy terms](#).

The **source of the personal data** is provided by the individual or by his/her authorised representative.

The **retention period** is 6 years from completion of contract.

Whether the provision of personal data is part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data:

- The provision of personal information may be part of a contractual requirement if you are visiting our offices on behalf of a supplier.
- Not providing us with your information may lead to you being refused entry to our premises.

The existence of automated decision making, including profiling and information about how decisions are made, the significance and the consequences:

- None

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**Our colleagues**

**Purpose of the processing**

To fulfil our contracts of employment with you, by ensuring that you are paid correctly and on time. To enable resource-sharing with QAA Enterprises, and between companies in the M5 Group and anyone who may be on secondment to other organisations.

**Legal basis of the processing**

- GDPR Article 6(1)(b) fulfilment of a contract
- GDPR Article 9(2)(b) employment, social security and social protection legal obligations
  *(Special Category Data only)*

**Categories of personal data collected or processed**

- Name including salutation
- Personal address including postcode
- Personal telephone number
- Any job-related information
- Personal email address
- Date of birth and age
- Gender
- National insurance number
- Primary language
- Marital status
- Tax code
- Tax year to date totals
- Pension details
- Bank account details (sort code, account number, account name, building society reference, autopay reference)
- Childcare voucher details
- Details of company benefits to which you are entitled
- Any compensation related information
- Proof of identity
- Employment history and professional experience
- Working time
- Information relating to skills and qualifications including language competency
- Any performance review related information
<table>
<thead>
<tr>
<th>Any training related information</th>
<th>Any discipline or grievance related information</th>
<th>Holiday and absence history</th>
</tr>
</thead>
<tbody>
<tr>
<td>Curricula vitae</td>
<td>Right to work/study including visa / citizenship details</td>
<td>Passport details</td>
</tr>
<tr>
<td></td>
<td>Driving licence details</td>
<td>Emergency contact details</td>
</tr>
<tr>
<td></td>
<td>Additional family member information for Benenden</td>
<td></td>
</tr>
<tr>
<td></td>
<td>including name, DOB, address</td>
<td>Information for dependants</td>
</tr>
</tbody>
</table>

**Special Category Data**
- Personal data revealing nationality and ethnic origin
- Personal data revealing disabilities
- Personal data revealing religious or philosophical beliefs
- Personal data revealing trade union membership
- Data concerning health and wellbeing
- Data concerning a person’s gender
- Data concerning a person’s sexual orientation

<table>
<thead>
<tr>
<th>Any recipient or categories of recipients of the personal data</th>
<th>Data Processor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hazlewoods LLP</td>
</tr>
<tr>
<td></td>
<td>Staverton Court</td>
</tr>
<tr>
<td></td>
<td>Staverton</td>
</tr>
<tr>
<td></td>
<td>Cheltenham</td>
</tr>
<tr>
<td></td>
<td>Glos GL51 0UX</td>
</tr>
<tr>
<td>QAA has an agreement in place with Hazlewoods which includes provisions for the protection of your personal data. More information about how Hazlewoods processes personal data can be found in their Privacy Notice: <a href="http://www.hazlewoods.co.uk/Privacy-Policy.aspx">www.hazlewoods.co.uk/Privacy-Policy.aspx</a></td>
<td></td>
</tr>
</tbody>
</table>

Please note that we have expressly forbidden Hazlewoods to use your data for anything other than the specified purpose of ensuring that your payroll details are processed, and your salary is paid. You will not be contacted for marketing purposes.

**Data Sub Processors**
- STAR Computers
  - STAR Computers provide the payroll software that Hazlewoods LLP use to process your personal data.
  - STAR will only be given access to your personal data if Hazlewoods experience an issue with the database, and are required to allow access in order for this to be resolved.

Information about how STAR Computers process personal information can be found in their Privacy Notice: [www.payroll-professional.co.uk/privacy-policy.html](http://www.payroll-professional.co.uk/privacy-policy.html)

- Pay Dashboard
  - Pay Dashboard is the platform that Hazlewoods use to deliver payslips.

Pay Dashboard will have access to your personal information, but a binding contract is in place between
Hazlewoods and Pay Dashboard requiring them to process your personal data lawfully, and keep it secure.

Information about how Pay Dashboard processes personal information can be found in their Privacy Notice: [www.paydashboard.com/privacy](http://www.paydashboard.com/privacy)

Corvid Paygate
Corvid Paygate is the software used by Hazlewoods to make BACS transactions on behalf of clients (like QAA). Personal details including your name, account details and pay amount are shared with Corvid Paygate, but your personal information is not used in any other way other than to make the necessary bank transfer.

A binding contract is in place between Hazlewoods and Corvid Paygate requiring them to process your personal data lawfully, and keep it secure.

Information about how Corvid Paygate processes personal information can be found in their Privacy Notice: [www.corvid-paygate.com/privacy-statement](http://www.corvid-paygate.com/privacy-statement)

Data is also shared with the following:

- **HMRC**
- **Superannuation Arrangements of the University of London (SAUL) and Universities Superannuation Scheme (USS)** - Pension providers
- **PS Financials** - Finance system
- **Concur** - Expenses processing system
- **PCS** - Trade union
- **COPE** - Occupational health provider
- **Shakespeare Martineau LLP** – legal advisers
- **Remedyforce** - ServiceDesk system
- **Jisc** – outsourced IT provider
- **Cezanne HR** - HR system
- **iHASCO** - Online training provider
- **High Speed Training** – Online training provider
- **Benenden** - Employee Healthcare Provider
- **Click Travel** - Business travel and accommodation supplier
- **Eventsforce** - Events management software provider
- **Gallagher** - Insurance Policy provider
- **Advance HE** - reviewer qualification verification
- **Posturse** - ergonomic equipment supplier
- **DPD** - supplier of courier services
- **FedEx**. - supplier of overseas courier services
- **Deltec** – supplier of courier services
- **Commercial** – Office Stationery & Furniture
- **EventsAir** – Events management software provider
- **FreshService** – ServiceDesk System
- **Crowe LLP** – Financial Auditors
- **NHS Test & Trace - England**
- **Public Health England**
- **NHS Board Health Protection Team - Scotland**
- **Classmarker** – Data Protection Test Marker site
- **DocuSign** – Electronic e-signature software
- **British Council** - key expert CV's and biographies
In all cases, sharing is limited to the information necessary for the performance of a function.

Details of transfers to non-EU countries and safeguards

None applicable.

The source of the personal data

Provided by you to HR and/or QAA finance team. Provided by you to Pay Dashboard in the creation of an account.

Retention period

Six years from employment or contract end date for employees and contractors. Six months from recruitment decision for unsuccessful applicants.

Whether the provision of personal data is part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data

Processing is necessary as part of a statutory requirement. If you do not provide us with your personal data, we may be unable to fulfil our employment obligations to you. Processing is necessary as part of a contractual requirement. If you do not provide us with your personal data, we may not be able to fulfil our contractual obligations to you.

Automated decision making

None applicable.

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**Personal data collected in the course of our statutory duties or regulatory responsibilities**

**Purpose of the processing**

To safeguard the standards and quality of UK higher education wherever it is delivered around the world.

**Legal basis of the processing**

- GDPR Article 6(1)(e) Public interest or exercise of official authority
- GDPR Article 6(1)(f) legitimate interest

Processing is necessary for the purposes of QAA’s legitimate interest in standards and quality assurance, and for the discharge of our duties under the Higher Education and Research Act 2017. Processing may be necessary for the purposes of preventing fraud.

**Categories of personal data collected or processed**

- Name
- Personal email address
- Telephone number
- Address
- Business email
- Job title
- Employment history and professional experience
- Attendance information
- Academic grades
- Language competency
- Right to work/study

**Special Category Data**

- Nationality
- Ethnicity
- Disability information

**Any recipient or categories of recipients of the personal data**

We may share information obtained in the course of our review or other activity with other bodies, including:
- the Department for Education
<table>
<thead>
<tr>
<th>Details of transfers to third country and safeguards</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The source of the personal data</strong></td>
<td>Provided by data subject or their authorised representative. Collected in the course of QAA Review.</td>
</tr>
<tr>
<td><strong>Retention period</strong></td>
<td>Any personal information gathered during the course of these activities is securely deleted and/or destroyed 3 months after publication of review report to which it relates.</td>
</tr>
<tr>
<td><strong>Whether the provision of personal data is part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data</strong></td>
<td>Processing is necessary for the performance of our statutory and regulatory duties. Failure to provide data compromises QAA’s ability to complete the necessary review.</td>
</tr>
<tr>
<td><strong>The existence of automated decision making, including profiling and information about how decisions are made, the significance and the consequences.</strong></td>
<td>None</td>
</tr>
</tbody>
</table>

### Personal data collected in the course of our statutory and regulatory responsibilities for Learners registered for an Access to Higher Education Diploma

**Purpose of the processing**

- To monitor learner registration, achievement and awards across approved Access to Higher Education programmes.
- To monitor the success of Access Validating Agencies’ strategies to promote equality of opportunity between people of different ethnic or racial backgrounds, or different states of physical or mental health.
- To feed into QAA annual publications on Access to Higher Education participation and achievement.
- Processing may be necessary for the purposes of preventing fraud.

**Legal basis of the processing**

**GDPR Article 6(1)(e) Public interest or exercise of official authority**

**Categories of personal data collected or processed**

- Date of birth
- Age
- Unique Learner Number
- Learner Reference
- Postcode
- Achievement data
- Grade information
- Transcript
- Qualification information
<table>
<thead>
<tr>
<th>Destination</th>
<th>Source of funding/funding status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Benefit status</td>
</tr>
<tr>
<td></td>
<td>Employment/prior employment status</td>
</tr>
<tr>
<td></td>
<td>Language competency</td>
</tr>
<tr>
<td><strong>Special Category Data</strong></td>
<td><strong>Ethnicity</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Gender</strong></td>
</tr>
<tr>
<td></td>
<td>Disability information</td>
</tr>
<tr>
<td></td>
<td>Learning Difficulty information</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Any recipient or categories of recipients of the personal data</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Details of transfers to third country and safeguards</td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>The source of the personal data</strong></td>
<td>Provided by Education and Skills Funding Agency, Department for Education QAA-licensed Access Validating Agencies Providers that are registered on the UK Register of Learning Providers.</td>
</tr>
<tr>
<td>Retention period</td>
<td>Maximum 12 months from receipt, or on completion of purpose.</td>
</tr>
<tr>
<td>Whether the provision of personal data is part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data</td>
<td>Processing is necessary for the performance of our statutory and regulatory duties. Failure to provide data compromises QAA's ability to complete the necessary review.</td>
</tr>
<tr>
<td>The existence of automated decision making, including profiling and information about how decisions are made, the significance and the consequences.</td>
<td>None</td>
</tr>
</tbody>
</table>

**Exercising your rights**

If QAA processes personal information about you, you have the **right to access** that information, and to request information about:

- what personal data we hold about you
- the purposes of the processing
- the categories of personal data concerned
- the recipients to whom the personal data has/will be disclosed
- how long we intend to store your personal data for
- if we did not collect the data directly from you, information about the source.

In some cases, if you believe that we hold any incomplete or inaccurate data about you, you have the **right to ask us to correct and/or complete the information** and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You may also have the **right to request erasure** of your personal data or the **right to restrict processing** (where applicable) in accordance with data protection law; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.
If you would like to exercise any of these rights, you can do so by contacting us:

By email: governance@qaa.ac.uk
By telephone: 01452 557000
By post: Governance Team, QAA, Southgate House, Southgate Street, Gloucester, GL1 1UB

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Processing for legitimate interests and with your consent

As noted in the 'How we use your personal data' section of this notice, we occasionally process your personal information under the legitimate interests' legal basis. Where this is the case, we have ensured that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

Where you have consented to us using your details for a particular purpose, we will keep such data until you notify us otherwise and/or withdraw your consent.

Processing Special Category Data

Owing to the nature of our responsibilities and statutory duties, we may sometimes need to process sensitive personal information (known as special category data) about you. This may be for the purposes of assessing the efficacy of the policies and procedures of the Higher Education providers we review, or to enable us to investigate complaints or concerns, and in relation to our Access to HE work for learners registered for an Access to Higher Education Diploma.

Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.

For QAA employees, in order to fulfil our legal and statutory obligations, we are required to process and procure that Hazlewoods LLP and any appointed sub-processor (as specified above) processes certain special category data about you, namely your gender and details about your nationality. We only collect and process, and ensure that appointed processors only process, the minimum data required for these purposes.

Lodging a complaint

QAA only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority. In the first instance, complaints should be directed to:

Director of Finance,
QAA
Southgate House, Southgate Street, Gloucester, GL1 1UB
01452 557000
Governance@qaa.ac.uk
If you remain concerned that your information has not been handled as described, you may raise your complaint with the Information Commissioner’s Office:

Information Commissioner’s Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
0303 123 1113
https://ico.org.uk/concerns/handling

Use of cookies by QAA websites

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, remember your individual settings and preferences, and to measure how you use websites to ensure they meet your needs.

We do not use cookies to identify individuals or collate personal data. We only use cookies to make our sites work better for you.

Most web browsers allow some control of cookies through the browser settings, and you are able to manage and delete cookies from specific websites.

To find out more about cookies, including how to see what cookies have been set by the websites you visit, and how to manage and delete them, visit All About Cookies.

The table below explains the cookies we use on each website and why.

<table>
<thead>
<tr>
<th>Cookie</th>
<th>Name</th>
<th>Purpose</th>
<th>More information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Analytics</td>
<td>_ga, _gat_UA&lt;siteID&gt; _gid</td>
<td>These cookies are used to collect information about how visitors use our site. This information is used to improve QAA’s sites and to ensure they meet your needs. All data is collected in an anonymous form and includes information such as the number of visitors to our websites and the pages they visit while they’re on our sites.</td>
<td>Overview of privacy at Google Opt out of Google Analytics</td>
</tr>
<tr>
<td>QAA</td>
<td>cookieWarningDisabled</td>
<td>We use this cookie to track your acceptance of cookie usage on our website.</td>
<td></td>
</tr>
<tr>
<td>Cookie</td>
<td>Name</td>
<td>Purpose</td>
<td>More information</td>
</tr>
<tr>
<td>-------------------</td>
<td>---------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>Cookie acceptance</td>
<td>acceptcookies</td>
<td>On first visiting our website, you will see a message at the top of your screen explaining that we use cookies. If you click to accept and hide the message, a cookie is stored so that you will not see the message appear again when you visit the website. Set to expire after 100 years.</td>
<td></td>
</tr>
<tr>
<td>Google Analytics</td>
<td>_ga _gid</td>
<td>These cookies are used to collect information about how visitors use our site. This information is used to improve QAA's sites and to ensure they meet your needs. All data is collected in an anonymous form and includes information such as the number of visitors to our websites and the pages they visit while they’re on our sites.</td>
<td>Overview of privacy at Google Opt out of Google Analytics</td>
</tr>
<tr>
<td>Google cookies</td>
<td>GAPS khcookie NIDS PREF VISITOR_INFO1_LIVE YSC</td>
<td>We use the YouTube video player and Google Maps functionality on our website. These are cookies set by Google to store your user preferences.</td>
<td>Overview of privacy at Google</td>
</tr>
<tr>
<td>Session cookie</td>
<td>f</td>
<td>Stores the font size, if you have selected one of the options provided in the accessibility menu. Set to expire after 20 minutes.</td>
<td>All About Cookies: What is a session cookie used for?</td>
</tr>
<tr>
<td>Session cookie</td>
<td>homepage_imageno</td>
<td>This cookie refreshes the image that appears in the top right-hand corner of the Access to HE homepage. It is purely for design purposes. Set to expire after 40 minutes.</td>
<td>All About Cookies: What is a session cookie used for?</td>
</tr>
<tr>
<td>Session cookie</td>
<td>accessibility</td>
<td>Stores the contrast setting you have selected while using the website. Set to expire after 20 minutes.</td>
<td>All About Cookies: What is a session cookie used for?</td>
</tr>
<tr>
<td>Session cookie</td>
<td>LoggedIn</td>
<td>Stores your email address if you are logged in to the AVA area, so that it displays in the main navigation throughout your visit. Set to expire</td>
<td>All About Cookies: What is a session cookie used for?</td>
</tr>
</tbody>
</table>
after 30 minutes or cleared when you log out.

<table>
<thead>
<tr>
<th>Standard ASP.NET cookie</th>
<th>ASPXAUTH</th>
<th>Created and set when you log in to the AVA area. Expires when the browser closes.</th>
<th>All About Cookies: <a href="#">What is a session cookie used for?</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard ASP.NET cookie</td>
<td>ASP.NET_SessionId</td>
<td>Created when session state is used. Expires when the browser closes.</td>
<td>All About Cookies: <a href="#">What is a session cookie used for?</a></td>
</tr>
<tr>
<td>Session cookie</td>
<td>ASPSESSIONID</td>
<td>Session cookies store information about particular choices you have made during your visit to the website - for example your preferred language choice if you have selected a Welsh language page. These cookies expire when you close your browser.</td>
<td>All About Cookies: <a href="#">What is a session cookie used for?</a></td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Cookie</th>
<th>Name</th>
<th>Purpose</th>
<th>More information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Session cookie</td>
<td>WSS_KeepSessionAuthenticated</td>
<td>Session cookies store information about particular choices you have made during your visit to the website. This cookie keeps you authenticated - or logged in - throughout your visit to the site so that you only have to log in once. This cookie expires when you close your browser.</td>
<td>All About Cookies: <a href="#">What is a session cookie used for?</a></td>
</tr>
<tr>
<td>Standard ASP.NET cookie</td>
<td>ASP.NET_SessionId</td>
<td>Created when session state is used. Expires when the browser closes.</td>
<td>All About Cookies: <a href="#">What is a session cookie used for?</a></td>
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</table>

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