

HETA - UKGDPR Statement

Generic Questionnaire Response, as you can appreciate, we are receiving lots of UKGDPR related questionnaires to complete. To improve turn around and also standardise our response to them we have created the following generic answer sheet. We hope it meets your needs. If you require copies of supporting documents, please let us know. All HETA policies are reviewed annually as part of our ISO 9001 approval.

HETA do not have ISO27001 approval, but are currently working towards it
HETA do have a Data Protection / Security Policy, POL 08 Data Protection.
HETA do have a Data Breach Policy, POL 80 Data Breach
HETA do have a Change Management Policy, POL66 Change Management
HETA do have a Complex Password Policy in place
HETA do have antivirus and malware protection. Supplied, monitored and update by SOPHOS
HETA do have Cyber Essentials Plus Certificate
HETA do have a Patching Policy in place
HETA do have Network Firewalls in place
HETA 3 rd Party data processing providers, such as PIC's, (apprentice database used to maintain ESFA data) are GDPR approved.
HETA have independent penetration tests carried out on its systems
All HETA staff are bound by confidentiality agreements
HETA do have a Document & Data Control Procedure as part of our ISO 9001 approval, which includes data protection
All client personal and business sensitive data is password protected
All HETA emails are encrypted during transit
HETA will provide copy of client data is requested formally through POL82 - Data Subject Access Request. Response time will depend on quantity and type of data requested.
HETA does have a Business Continuity Policy, including IT Security elements
All HETA Servers are backed up regularly at all 3 centres
HETA does have a Data Retention & Deletion Policy, POL83 Data Retention & Destruction
All HETA Staff go through a rigorous recruitment process
HETA does have a Clear Desk & Screen Locking Policy, POL81 Clear Desk Policy
ICO Registration Number: Z6153403
Data is retained as part of HETA's, awarding organisations and ESFA requirements and guidelines. All data is subject to risk assessment
Contact: For further information regarding HETA and the UKGDPR, please contact data.protection@heta.co.uk .