



Teaching  
Regulation  
Agency

## Privacy notice: teacher self-service portal

### Who we are

The [Teaching Regulation Agency \(TRA\)](#) is an executive agency of the Department for Education (DfE). We act on behalf of the Secretary of State for Education as the competent authority for teaching in England.

We maintain the central list of qualified teachers in England and provide access to it to teachers and relevant organisations for safeguarding purposes. The teacher self-service portal provides teachers and other relevant persons with access to their personal records held on our system.

For the purpose of data protection legislation, DfE is the data controller for the data we hold and process.

### What data we collect

The personal data we collect are:

- personal identifiers (name, date of birth, national insurance number, teacher reference number)
- contact information (email address, telephone number)
- teacher status (qualified teacher status (QTS) or early years teacher status (EYTS), induction status, initial teacher training (ITT) result)
- qualifications (previous degrees)
- supplementary teaching qualifications (mandatory qualifications, national professional qualifications (NPQs))
- decisions in relation to teaching in England (decisions, prohibitions, restrictions or sanctions)
- employment details (current employer)

If you undertook a course of ITT or a period of statutory induction prior to 2013, we may retain an electronic copy of paper records of any decisions in relation to these activities for historical enquiries. If you undertook professional skills tests between 2001 and 2020 and went on to become a teacher, never became a teacher, or have subsequently left teaching, we retain electronic evidence recording the outcome of that test for historical enquiries.

### Why we need your data

We receive your personal data from you and third parties, including:

- accredited providers of ITT, either directly or through the Higher Education Statistics Agency (HESA)

- appropriate bodies who quality assure the Early Career Teacher (ECT) induction process
- approved providers of mandatory qualifications for specialist teachers
- approved providers and assessors of NPQs
- Teachers' Pensions
- Disclosure and Barring Service (DBS)
- other teaching regulators, including General Teaching Council for Scotland (GTCS), General Teaching Council for Northern Ireland (GTCNI), the Teaching Council Ireland and Education Workforce Council (EWC)

We hold and process personal data to support the delivery of our functions, which support education services and help to maintain public confidence in the teaching profession.

### **What we do with your data**

We use your personal data to build and maintain a permanent central record of teachers in England. This allows us to award you QTS or EYTS and confirm you have passed induction. We also use this data for workforce analysis and administration, for example, to assist the management of funding initiatives and to support the delivery of training and development programmes. We may also use your data when analysing activity within teacher self-service portal.

Your contact details are used by us, or organisations acting on our behalf, to support our work, including, but not limited to, communication exercises in relation to your ITT and ECT induction period, and the administration of the Teachers' Pensions scheme. We may also use your personal data to contact you for research purposes. Your participation in research or survey activity is entirely voluntary, and your personal data will remain secure and confidential.

We sometimes need to make personal data available to other organisations where the law allows it, or where there is a legal requirement. We share this data through secure web services and via our helpdesk, who may discuss your information either directly with you or with other approved third parties by email or telephone. We ensure this sharing complies with data protection legislation. Not all your personal data is shared with every third party.

### **Employers within the education sector and organisations involved with the delivery of education services**

We share personal data with these organisations (including schools, colleges, nurseries, local authorities and teacher supply agencies) so they can do their job. This allows these organisations to check an individual is suitably qualified and has no restrictions against them in relation to teaching in England.

### **Approved providers and appropriate bodies**

We share personal information with:

- ITT providers (school-centred ITT providers and higher education institutions that provide courses that lead to the award of QTS and EYTS) to document your ITT outcome

- appropriate bodies who quality assure the ECT induction process (and any third parties they use to manage statutory induction data on their behalf)
- mandatory qualifications for specialist teachers' providers
- NPQ quality assurance providers

### Teachers' Pensions

We share personal data with Teachers' Pensions to support the accurate administration of the teaching workforce pension scheme.

### Disclosure and Barring Service (DBS)

We may need to share personal data with DBS so they can do their job. This data is lawful because it is compliant with Section 45 and 46 of the Safeguarding and Vulnerable Groups Act 2006.

### Other teaching regulators

We may share personal data with other teaching regulators so they can do their job. This includes, but is not limited to:

- Education Workforce Council (EWC)
- General Teaching Council for Northern Ireland (GTCNI)
- General Teaching Council for Scotland (GTCS)
- The Teaching Council Ireland

### Professional regulators in countries other than England, Wales, Scotland and Northern Ireland

We share personal data with professional regulators in other countries so they can confirm an individual's eligibility to teach when they apply to have their professional standing in England recognised in that country and identify if they are subject to a decision in relation to teaching in England.

### Relevant law enforcement bodies

We share personal data with the National Crime Agency and the police to promote employer safeguarding of children within the education system.

This data sharing is lawful because it is compliant with section 31 of the Data Protection Act 2018.

## **Our legal basis for processing your data**

So that our use of your personal data is lawful, we need to meet one, or more, conditions in the data protection legislation. We process your data under the basis of public task, as set out in Article 6(1)(e) of the UK General Data Protection Regulation (UK GDPR). In this case, it is necessary for us to process your data, and to use the information for these purposes.

## **How long we keep your data**

We hold information on the teaching workforce, and those with restrictions placed upon them, to support education services and to maintain public confidence in the teaching profession. Your personal data are therefore held for the active lifetime of a

teacher. Previously, we would delete your record once 5 years had elapsed after a valid date of death was received from Teachers' Pensions. We have currently suspended the deletion of all teacher records due to the ongoing Independent Inquiry into Child Sexual Abuse.

We maintain the electronic archives of:

- QTS and induction outcomes for 45 years
- professional skills tests outcomes for 80 years

If you are unsuccessful in your application for professional recognition, we will maintain your application in full for one year, from the point of decline. After one year we remove your contact data and full name to anonymise your application.

Where your data is shared with you, or other parties, through email, it is retained within a third-party correspondence management system and Microsoft Outlook for a period of 6 months. We reserve the ability to retain specific correspondence for longer where there is a business need to (for example, contentious cases).

All telephone enquiries received through the helpdesk are recorded for training and monitoring purposes. Calls will be stored within our telephony systems for 6 months and then archived for an additional 6 months. All calls are permanently deleted after 12 months. We reserve the ability to retain specific telephone enquiries, in audio or written formats, for longer where there is a business need to (for example, contentious cases).

Please note that, under section 33 of the Data Protection Act, and in compliance with the relevant conditions, we can lawfully keep personal data processed purely for research purposes indefinitely. You have the right to object to our retention policy.

### **Your data protection rights**

You have the right to:

- ask us what information we hold about you
- have your personal data rectified if it is inaccurate or incomplete
- request the deletion or removal of personal data where there is no compelling reason for its continued processing
- restrict our processing of your personal data (for instance permitting its storage but no further processing)
- object to direct marketing (including profiling) and processing for the purposes of scientific or historical research and statistics
- not to be subject to decisions based purely on automated processing where it produces a legal or similarly significant effect on you
- withdraw consent you have previously provided via the teacher self-service portal for the use of your contact data in additional communication exercises

You can contact us regarding any of this information by email at

[qts.enquiries@education.gov.uk](mailto:qts.enquiries@education.gov.uk).

Further information about your data protection rights is on the [Information Commissioner's website](#).

### **How to make a complaint**

If you are unhappy with our use of your personal data, please contact [qts.enquiries@education.gov.uk](mailto:qts.enquiries@education.gov.uk).

You can also contact the DfE Data Protection Office

Deputy Director, Departmental Data Protection Officer  
Department for Education (B2.28)  
7 & 8 Wellington Place  
Wellington Street  
Leeds, LS1 4AW  
[data.protection@education.gov.uk](mailto:data.protection@education.gov.uk)

Alternatively, you have the right to raise any concerns with the [Information Commissioner's Office \(ICO\)](#).

### **Changes to this notice**

We may change this privacy notice. This version was last updated August 2022. Any changes will be applied to you and your data as of that revision date. We recommend you periodically review this privacy notice. A copy of this notice can be found on the [teacher self-service portal](#).