

Student Privacy Notice

August 2020

This document should be read in conjunction with the UCSD Privacy Notice.

We are the data controller of personal information about you. We are: South Devon College. Our address is: Vantage Point, Long Road, Paignton, Devon, TQ4 7EJ.

Our Data Protection Officer is Assistant Principal – Systems, Information, Performance and Apprenticeships. If you have any questions about this policy or the ways in which we use your personal information, please contact our Data Protection Officer via email at enquiries@southdevon.ac.uk.

This privacy notice has been prepared in accordance with the General Data Protection Regulation (EU) 2016/679 (“GDPR”) and the Data Protection Act 2018.

The college processes your data to:

- Support your learning
- Monitor and report your educational progress
- Provide appropriate pastoral care
- Assess the quality of our work
- Comply with the law regarding education and safeguarding
- Support you to progress onto further studies or employment

We have a range of technical and operational measures in place to protect personal data from accidental destruction, misuse or disclosure.

Data stored electronically is governed by role-based access control, based on the minimum required by for an employee to carry out their duties. Data is encrypted in transit, and all systems require secure passwords for access. All personal data is secured behind firewalls to prevent unauthorised access, with implicit deny rulesets in place. Comprehensive anti-virus, web filtering and email filtering tools are in place, along with strict patching cycles to minimise cyber-attacks and potential security exploits.

All employees attend data protection awareness training as part of induction to the college. Employees are only given access to personal data if they need to use it as part of their role and access to information is strictly controlled. Only staff with the relevant training have access and access is removed when staff leave the college.

We have a suite of policies, procedures and codes of practice to enable us to appropriately manage our obligations under data protection.

The Department for Education have published statutory guidance for schools and colleges to follow called ‘Keeping children safe in education’ which states that “Fears about sharing information cannot be allowed to stand in the way of the need to promote the welfare and protect the safety of children.”

Where you are under 18 in an academic year, we may also share information about you with your parent/guardian where we believe it is in your best interests, and/or in relation to your educational performance.

More information about how we process your information is below.

Safeguarding, prevent and child protection

Throughout your educational journey with us, we will collect your personal details including name, address, data of birth and any other information we feel necessary to safeguard you.

This information will be used to help ensure that you are safe from harm whilst you are a student.

Generally, the information is processed as part of our legal obligation and public interest task of providing education to you.

Where that information is special category personal information (e.g. medical information) we will process it because there is a legal obligation or a substantial public interest for us to do so.

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes.

- Local authorities and their partners – this includes Torbay Council, Devon County Council, Careers South West
- NHS and other health services – this includes GPs, CAMHs
- The police and other enforcement agencies – there may be legal and legitimate reasons we share information with these agencies to protect you or others
- where necessary the emergency services and your designated emergency contact where there is an urgent requirement to share information e.g. illness, serious injury, bereavement or the suspicion/risk of this
- Health and wellbeing charities – this includes The Children’s Society Checkpoint
- Government COVID-19 ‘Test and Trace’ services

We do not store or transfer your personal data outside Europe.

Admissions

As part of your admission to the College we may collect your personal details including: name, address, date of birth, email address, nationality and residency status, work assessment data, exam/test results, ethnicity, health information, sex-related information, special needs details, photo, previous school, criminal convictions, National Insurance number, and next of kin and emergency contact details.

We will use your information to manage and administer your education. This will include putting together class lists, for sending event invitations, for communicating with you, for dealing with admissions, for putting together reports and registers, to check entrance exam results, to allocate you to the correct classes for assessments, to make arrangements for exams or visits, to consider whether to offer places to students, and to consider whether special provision or assistance is required for exams and visits.

Generally, the information is processed as part of our public interest task of providing education to you.

Where that information is special category personal information (e.g. medical information) we will process it because there is a substantial public interest for us to do so.

The college is a lifelong learning provider so we will keep your information for as long as necessary to support this. We are also part funded by European Social Funds so will keep information in accordance with these requirements.

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes.

- Local authorities and their partners – this includes Torbay Council, Devon County Council, and Plymouth City Council. Some local authorities contract out their services, for example to Careers South West and information will be shared with them. This information is shared to help ensure we are admitting you onto the appropriate course or for the purpose of risk assessment.

We may also share your personal information with third parties who provide services to the College:

- Contracted services – this includes Stagecoach and PayMyStudent to help us administer your travel and bursary information, The University & College Admissions Service (UCAS) (for students who apply for or study an HE course with us), The Student Loans Company (for students who apply for or take a student loan), The UK Visa & Immigration Service, Auditors, Ofsted or other formal regulatory bodies for the education sector, and third parties who are contracted to provide IT services to us.

We do not store or transfer your personal data outside Europe.

On Programme Administration

As part of our administration of the College we may collect your personal and educational details including: your name, address, email address, date of birth, exam results, attendance, photo, work assessment data, dates of attendance and absence information, ethnicity, health records/conditions (inc. mental health), doctor's details, behaviour record, special needs details, sex-related data, destination and employment, previous school, criminal convictions, National Insurance number, household situation, parental responsibility contacts, and next of kin and emergency contact details.

We will use your information to manage and administer your education. This will include information for making registers, class lists, trip lists, communications, reports, employer information (for example for apprentices and day release students) and to identify individuals who cannot be used for marketing photos.

Generally, the information is processed as part of our public interest task, to perform the contract we have entered into with you of providing education to you and our legal obligation. We will ask for your consent to use your images for marketing purposes.

Where that information is special category personal information (e.g. medical information) we will process it because there is a substantial public interest for us to do so.

The college is a lifelong learning provider so we will keep your information for as long as necessary to support this. We are also part funded by European Social Funds so will keep information in accordance with these requirements.

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes.

- Funding and record agencies – this includes the Education and Skills Funding Agency, Office for Students, Student Loans Company, and the Department for Education, The Learner Records Service, awarding organisations and professional or statutory regulatory bodies, University of Plymouth, relevant UK Government Departments (e.g. Department for Education, Home Office (including UK Visas and Immigration), Foreign and Commonwealth Office, Department of Health) in accordance with the college's obligations as a Tier 4 sponsor. This allows us, and in turn our funding agencies, to

claim funding for the education we provide.

- These agencies also process your information for statistical and analytical purposes including UK Higher Education Statistics Agency (see HESA's statement about the uses made by them of your personal information published at <https://www.hesa.ac.uk/about/regulation/data-protection/notices>, external organisations contracted by HESA or other regulatory organisations to carry out surveys on student experience or teaching quality eg. National Student Survey (NSS), Student Perception Survey (SPQ) and Graduate Outcomes Record (GOR) or for preparation of your Higher Education Achievement Report
- Local authorities and their partners – this includes Torbay Council, Devon County Council, and Plymouth City Council. Some local authorities contract out their services, for example to Careers South West and information will be shared with them. This information is shared to help ensure we are admitting you onto the correct course and providing the services we should.
- On occasion and where necessary, the police and other law enforcement agencies for the purposes of prevention or detection of crime including anti-social behaviour issues

We may also share your personal information with third parties who provide services to the College:

Contracted services – this includes Stagecoach and PayMyStudent to help us administer your travel and bursary information, auditors who help ensure our information is correct, RCU who help us analyse at macro level our data. We also use software from companies such as Advanced, 4Matrix, Alps Value Added to enable us to manage, process and analyse information who we share your data with, either as a cloud based service or when resolving software bugs.

We do not store or transfer your personal data outside Europe.

Finance

In order to manage the financial affairs of the College we collect and hold the following information about you: name, address, date of birth, funding eligibility information, enrolment information, bank details, attendance, library resource bookings, and payment history.

We will use your information to ensure your place is appropriately funded, and to pay/receive payment from you.

Generally, the information is processed as part of our public interest task of providing education to you.

Where that information is special category personal information (e.g. medical information) we will process it because there is a substantial public interest for us to do so.

We will keep your information for a minimum of six years and we are also part funded by European Social Funds so will keep information in accordance with these requirements.

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes:

- Funding agencies – this includes the Education and Skills Funding Agency, Office for Students, Student Loans Company, and the Department for Education. This allows us, and in turn our funding agencies, to claim funding for the education we provide.
- Finance institutions – this includes banks and building societies

- Local authorities and their partners – this includes Torbay Council, Devon County Council, and Plymouth City Council. Some local authorities contract out their services, for example to Careers South West and information will be shared with them. This information is shared to help ensure we can claim the correct level of funding to support you.

We may also share your personal information with third parties who provide services to the College:

Contracted services – this includes Stagecoach and PayMyStudent to help us administer your travel and bursary information. We may also share your information with debt recovery companies and their legal partners to help us recover monies we are owed.

We do not store or transfer your personal data outside Europe.

Teaching and learning

As part of the delivery of our courses to you, our staff will collect (e.g. for marking and assessment purposes), the work that you create (written, voice or image), your ambitions, attendance, course information, and previous qualifications. In addition, when you use the IT systems we provide you with access to, we will process the data you input including the sites you visit.

We will use your information for the purposes of teaching you and measuring your achievements, and processing your bursary claims.

Generally, the information is processed as part of our public interest task of providing education to you.

We will keep this information for only as long as is necessary to assess your achievements. IT systems data will only be kept for the duration of your studies and may be deleted on an ongoing basis for maintenance purposes.

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes.

- Funding agencies – this includes the Education and Skills Funding Agency, Office for Students, Student Loans Company, and the Department for Education. This allows us, and in turn our funding agencies, to claim funding for the education we provide.
- Local authorities and their partners – this includes Torbay Council, Devon County Council, and Plymouth City Council. Some local authorities contract out their services, for example to Careers South West and information will be shared with them. This information is shared to help ensure we are admitting you onto the correct course and to meet their legal requirements.
- Awarding organisations – this includes City & Guilds, OCR, Pearson, Ascentis, University of Plymouth. We share the information so they can formally accredit your learning and achievements.

We may also share your personal information with third parties who provide services to the College:

Contracted services – this includes Stagecoach and PayMyStudent to help us administer your travel and bursary information

Lesson or lecture capture takes place for some of our delivery sessions and are made available to staff and students through the VLE or other college systems (Microsoft Teams). The recordings may capture audio and video recordings and potentially some personal data of the member of staff or the students. The College is using the data in this way in pursuit of our legitimate interests in providing a service to students.

We do not store or transfer your personal data outside Europe.

Marketing

For marketing purposes we collect: names, addresses, dates of birth, email addresses, photo, and achievements.

We will use your information to share information that we believe will help you to progress your education achievements or to secure employment, which may be of interest based on your previous studies, and to market our college.

Where you have previously studied at the College or commenced an application process with us before, then we will send you information about the courses we provide on the basis of our legitimate business interests. In doing so, we will comply with the requirements of the “soft opt in” and offer you an opportunity to refuse marketing messages (by way of own unsubscribe).

Any other marketing we carry out will be on the basis of consent. This will include the use of photos in our printed and online content.

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes.

- Local press – this includes the Herald Express where we would like to share your success with them for publication.
- National and regional education awards – this includes the Association of College where we would like to share your success with them to help us win awards and receive recognition from external bodies.

We may also share your personal information with third parties who provide services to the College.

- Marketing and publication companies – we may use these to design and print our prospectus and other marketing material

We do not store or transfer your personal data outside Europe.

Computer and IT equipment usage

We keep an eye on how you use the College’s equipment and computers and what websites you go on when you are browsing the internet at College. This is because we have legal obligations to protect you, and we also have a legitimate interest in making sure you are using our computer equipment correctly and that you are not looking at any inappropriate content.

We set up and maintain college email accounts for students and we may monitor how these are being used because we have a legal obligations to protect you, and we also have a legitimate interest in making sure you are using our computer equipment correctly.

We may collect moving and static images of you on our CCTV systems and these are processed to ensure your safety and to investigate incidents where it is appropriate to do so. These images are kept for no more than 30

days unless they form part of an investigation where they will be kept until the investigation and outcomes are complete.

We may share the personal information with others to safeguard you, as above.

We may also share your personal information with third parties who provide services to the College such as IT maintenance and security, and related software.

Your rights over your personal information

You have a number of rights over your personal information, which are:

- the right to make a complaint to the Information Commissioner's Office (ICO) if you are unhappy about the way your personal data is being used – please refer to the ICO's website for further information about this (<https://ico.org.uk/>);
- the right to ask us what personal information about you we are holding and to have access to a copy of your personal information;
- the right to ask us to correct any errors in your personal information;
- the right, in certain circumstances such as where our use of your personal information is based on your consent and we have no other legal basis to use your personal information, to ask us to delete your personal information;
- the right, in certain circumstances such as where we no longer need your personal information, to request that we restrict the use that we are making of your personal information;
- the right, in certain circumstances, to ask us to review and explain our legitimate interests to you; and
- the right, where our use of your personal information is carried out for the purposes of an agreement with us and is carried out by automated means, to ask us to provide you with a copy of your personal information in a structured, commonly-used, machine-readable format.