

City College Stratford

Privacy Policy version January 2024 v6

AIMS OF THE POLICY

The aim of this policy is to establish how the information about City College Stratford's learners/learners/staff are stored, shared and used in accordance with the current legislations regarding data protection.

POLICY STATEMENT

City College Stratford is committed to abide by the current UK legislations regarding Data Protection while storing, sharing and using information obtained from any source, including Marketing and Administrative processes. The information can only be shared with valid consent from the individual(s) about whom the information is. In cases of extraneous circumstances such as enquiries made by Law Enforcement agencies, UKBA etc but are not limited to, the information may be shared without consulting the individual(s) about whom the information is.

LEGAL FRAMEWORK

City College Stratford Privacy Policy is governed under the following relevant legislations for handling of information:

- General Data Protection Regulation 2018
- The Common Law Duty of Confidentiality

The legal framework establishes that no information about person can be processed unless under a lawful basis. The following 6 lawful basis under which personal information can be processed are:

1. **Consent:** the individual has given clear consent for you to process their personal data for a specific purpose.
2. **Contract:** the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
3. **Legal obligation:** the processing is necessary for you to comply with the law (not including contractual obligations).
4. **Vital interests:** the processing is necessary to protect someone's life.
5. **Public task:** the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.
6. **Legitimate interests:** the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

City College Stratford, for the purpose of its work, identifies Legal obligation, Contract and Consent as the basis on which general and personal information about a person it may process.

City College Stratford is registered with Information Commissioner's Office (ICO UK).

INFORMATION COLLECTION

In order to deliver its services, City College Stratford is required to collect a wide range of personal information, such as (this list is not exhaustive):

- Full name
- Date of Birth
- Full Address
- National Insurance Number
- Telephone / Mobile Numbers
- Email address
- Prior learning records
- Disabilities and health problems

- Immigration / Residency Status
- Employment history
- Benefit status
- Prior criminal record
- Contact details of Next of Kin
- Any other information required for Education & Skills Funding Agency and/ or Student Loans Company for funding purposes

The information is collected via:

- Paper-based Information, Advice and Guidance process
- Paper-based administrative processes throughout the learning programme
- Web-based forms from prospective learners
- Reports from government agencies such as ESFA, SLC etc.

The information is collected for the following reasons:

- To enable learners / apprentices to access government funding for their learning (ESFA, EFA & SLC)
- To enable City College Stratford to plan and deliver learning programmes meeting individual needs
- To support safeguarding of learners and others
- For marketing and research (Only through express 'opt-in' consent)

DATA PROTECTION

The information obtained from a prospective learner/ current learner/ member of staff through the administration process are regarded confidential and are not shared/sold with/to third party, excluding Awarding bodies, respective Funding Authorities, Law enforcement, UKBA and Government Officials. The information is used for the intended purposes only and City College Stratford may only contact the individual via the means agreed with the individual. City College Stratford considers the consent to be valid unless withdrawn by the individual. In case of a Data breach, City College Stratford, as the Data Controller, must inform the Data Processor (ESFA / SLC / LRS) and the Information Commissioner's Office within 72 hours of becoming aware of the said breach.

Records of 'Information, Advice and Guidance' sessions for learners who are not registered with City College Stratford' provisions are discarded after Three (3) calendar months. Learners who are enrolled for an externally accredited qualification are registered by the designated administrator with the respective Awarding body via the secure web based procedure(s) as required by the Awarding body and the log generated is printed and provided to the Internal Quality Co-ordinator as an evidence of registration/progression/completion. These documents are for recording purpose only and are retained in a secure place with restricted access (*IQC and Centre Manager only*).

Inline with the City College Stratford Examination Policy, examination results will only be made available to the respective candidates within Two (2) working days of the results being published by the Awarding body. The results documentation will be placed in the individual learner file and is subject to City College Stratford Record Retention & Archiving Policy.

Accessing own personal data:

Any learner can access information that are held in / by the provision about themselves only, provided that they have made a prior request to the Centre Manager in writing and his/her identification documents are verified on the day of access. Failure to produce an Identification Document will result in declination. When a request to access information is made, the Centre Manager is to respond within 10 (Ten) working days and inform the learner which form of Identification Document (as retained in the file) s/he would

need to bring with them and book an appointment at a time suitable for both parties. The Learner retains the right to not disclosing the reason(s) for access to own personal data. However, refusing the provision of information by a member of staff when the learner has produced adequate evidence, must be justified and approved by the Centre Manager.

Complaints & Appeals:

All complaints, reports and notifications brought to the attention of a Lead (Training, ELA, Quality Assurance) or Centre Manager will be held in the strictest confidence and will in no way undermine the complainant's position within the company. All members of staff are encouraged to report incidents of impropriety, keeping with good practice to ensure the company is not in infringement of any legal parameters, intentionally or otherwise.

Equal Opportunities:

This policy and the procedures outlined are subject to City College Stratford Equal Opportunities Policy.

Information sharing:

City College Stratford is legally bound to share learners' personal information with Education & Skills Funding Agency, Learning Records Services and Student Loans Company. The information is received and shared through secure web portals by designated City College Stratford staff. The user details and passwords are strictly confidential and not shared with any other member of the staff.

WEB BASED DATA

Any information collected via the City College Stratford website are also considered to be confidential and are utilised in accordance with this policy.

MARKETING AND RESEARCH

The information gathered through the Administrative and other processes may only be used for the intended purposes. Learners / Prospective learners and others may only be contacted through the 'opt-in' contact method for marketing and research purposes and only if there is an express, 'opt-in' consent available.

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