

## Privacy notice for students

You have the right to know how City College Norwich (CCN) uses your personal information. To meet this obligation, we provide a privacy notice whenever we process your data. This notice explains how we collect, store, and use your information. CCN is the 'data controller' under data protection law. For any queries, contact our Data Protection Officer at [data\\_protection@ccn.ac.uk](mailto:data_protection@ccn.ac.uk)

### The personal data we hold:

We hold personal information to support your learning and wellbeing at College. This includes:

- Contact details (yours and your parent/carer's)
- Exam and test results
- Attendance records
- Behaviour and exclusions
- Photographs and CCTV images
- Your Unique Learner Number

We may also process more sensitive data, such as:

- Health information relevant to learning, access, or pastoral care
- Characteristics like ethnic background or special educational needs
- Medical conditions

### Why we use this data

We use this data to help run the College, including:

- Contacting you or your parents when needed
- Monitoring exam performance and identifying support needs
- Tracking College performance
- Supporting your wellbeing
- Providing College services

### Our legal basis for using this data:

We only collect and use your information when permitted by law. Most often, this is because:

- We must comply with legal requirements
- We need to perform a public task (providing your education)

Sometimes, we may also use your data when:

- You or your parents/carers have given consent
- It's necessary to protect your interests or someone else's

If we rely on consent, you or your parents/carers can withdraw it at any time. We'll explain how when we ask for permission.

Please note: some reasons for using your data may overlap, meaning more than one legal basis can apply.

### Collecting this information

In most cases, you or your parents/carers must provide the personal information we request. Sometimes, giving data is optional, we'll always tell you when this is the case. If the data is required, we'll explain what may happen if it's not provided.

### How we store this data

We keep your personal information while you are a student and, in some cases, after you leave if required by law.

Our retention schedule explains how long we keep student records. You can request a copy by contacting the Data Protection Officer at [data\\_protection@ccn.ac.uk](mailto:data_protection@ccn.ac.uk)

## **Data sharing**

We do not share your personal information outside the College without your consent, unless permitted by law or our policies. When required by law or necessary under data protection rules, we may share your data with:

### **Government and Regulatory Bodies**

Local Authorities, the Department for Education (DfE), Ofsted, Funding Agencies, the Learning Records Service, and other statutory bodies. This is a legal requirement for funding, monitoring, and compliance.

### **Education Partners**

- **Exam boards and awarding bodies** for assessments and qualifications.
- **University of East Anglia (UEA)** as our validating partner for Higher Education programmes, including library access and awarding degrees.
- **Office for Students and other regulators** for Higher Education compliance.

### **Parents and Carers**

For students under 18, we may share attendance and progress information with parents/carers who have legal access rights.

### **Employers**

For apprenticeships, we share attendance, achievement, and performance data with your employer as part of the programme requirements.

### **Health, Wellbeing, and Safeguarding**

We may share information with organisations that help keep you safe and support your wellbeing, such as:

- NHS and health services
- Norfolk Constabulary (Safer Schools Partnership)
- National Police Organisations
- Youth Offending Team
- Multi-Agency Safeguarding Hub

### **Surveys and Research**

Higher Education students may be contacted for surveys like the National Student Survey and Graduate Outcomes survey. These are carried out by HESA or its contractors to measure education outcomes in the public interest. Contractors will only use your details for the survey and delete them afterwards.

### **Norfolk County Council**

We are legally required to share certain details for youth support services, post-16 education, and careers advice.

### **External Suppliers and Contractors**

We use trusted suppliers for services such as IT systems, online payments, and teaching resources. All suppliers are bound by strict data protection agreements. For the latest list, contact the Data Protection Officer.

For more details or to request information, contact our Data Protection Officer at: [data\\_protection@ccn.ac.uk](mailto:data_protection@ccn.ac.uk)

### **Transferring data internationally**

If we share data with an organisation outside the UK, we ensure it is protected in line with data protection law.

## **Your rights**

### **How to access personal information we hold about you**

You can find out what personal information we hold about you and how we use it by making a Subject Access Request. If we hold your data, we will:

- Describe the information
- Explain why we use it and how long we keep it

- Tell you where it came from (if not from you or your parents)
- Say who it has been or will be shared with
- Confirm if any automated decisions are made using your data
- Provide a copy of the information

You can also ask us to send your data electronically to another organisation in certain cases. To make a request, contact our Data Protection Officer at [data\\_protection@ccn.ac.uk](mailto:data_protection@ccn.ac.uk)

### **Your other rights over your data**

You have rights over how your personal data is used and protected, including the right to:

- Object to its use if it causes harm or distress
- Stop it being used for marketing
- Prevent automated decision-making
- Have incorrect data corrected, deleted, or restricted
- Claim compensation if data protection rules are broken and you suffer harm

### **Complaints**

We take complaints about how we collect and use your personal data seriously. If you believe we've done something wrong, please contact our Data Protection Officer at [data\\_protection@ccn.ac.uk](mailto:data_protection@ccn.ac.uk)

You can also complain directly to the Information Commissioner's Office (ICO):

**Online:** [ico.org.uk/concerns](https://ico.org.uk/concerns)

**Phone:** 0303 123 1113

**Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

### **Contact us**

If you have any questions or need more information about this privacy notice, please contact our Data Protection Officer at [data.protection@ccn.ac.uk](mailto:data.protection@ccn.ac.uk)