

Privacy notice for parents/carers

Under data protection law, you have the right to be informed about how we use your personal data. To meet this requirement, we provide a privacy notice whenever we process personal information.

This notice explains how City College Norwich collects, stores, and uses personal data about students and, in some cases, their parents or carers. The College is the **data controller** under data protection law.

For any questions, contact our Data Protection Officer at data.protection@ccn.ac.uk

The personal data we hold

We keep personal information about students to support their learning and wellbeing. This may include:

- Name, address, and contact details
- Parent/carer contact details
- Exam and test results
- Attendance records
- Behaviour issues or exclusions
- Photographs and CCTV images
- Unique Learner Number (from the Learning Records Service)

We may also collect sensitive data (“special categories”), such as:

- Health information relevant to learning or pastoral care
- Ethnic background or special educational needs
- Medical conditions

Why we use this data

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

- Contacting students and parents/carers when needed
- Monitoring exam performance and identifying support needs
- Tracking College performance
- Supporting student wellbeing
- Providing services for students

Our legal basis for using this data

We only collect and use student and parent/carer data when permitted by law. Most often, this is to:

- Comply with legal obligations
- Carry out a task in the public interest (providing education)

We may also use data if:

- You have given consent
- It is necessary to protect a student’s vital interests

If consent is given, it can be withdrawn at any time. We will explain this when requesting consent and how to withdraw it.

Some reasons for using your data may overlap, meaning multiple legal bases can apply.

Collecting this information

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

How we store this data

We keep personal information while a student is enrolled and, where required by law, for a period after they leave.

Our record retention schedule explains how long we keep student data. A copy is available on request from the **Data Protection Officer** at data.protection@ccn.ac.uk

Data sharing

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

- Local Authorities, Department for Education (DfE), Government Departments, Funding Agencies, Learning Records Service, Ofsted
- Examination boards and awarding bodies
- Parents/carers of students under 18 (attendance and progress)

Higher Education Graduates

Graduates may be contacted for surveys on post-graduation outcomes. If you cannot be reached, third-party information may be used.

Employers

For apprenticeships, we share attendance, achievement, and performance data with employers.

Health, Wellbeing & Safeguarding

We may share data with counselling providers, Norfolk Constabulary (Safer Schools Partnership), Youth Offending Teams, and the Multi-Agency Safeguarding Hub for child protection.

Norfolk County Council

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

External Suppliers & Contractors

We use trusted suppliers (e.g., IT service providers) under strict agreements to protect data. For details, contact the Data Protection Officer.

International Transfers

If data is shared outside the UK, we comply with data protection law to keep it secure.

Your rights

How to access personal information we hold about students or parents/carers

You can find out if we hold personal information about you, and how we use it, by making a **Subject Access Request**.

If we hold your data, we will:

- Describe the information
- Explain how we use it and how long we keep it
- Tell you its source (if not from you)
- Identify who it has been or will be shared with
- Confirm any automated decision-making
- Provide a copy in an understandable format

In some cases, you can also request that your data be sent electronically to another organisation.

To make a request, contact our **Data Protection Officer** at data.protection@ccn.ac.uk

Other rights over individuals' data

Students have rights over how their personal data is used and kept safe, 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 restrict its use
- Claim compensation if data protection rules are breached and cause harm

Complaints

We take complaints about how we collect and use personal data seriously. If you believe we've done something wrong, please contact our **Data Protection Officer** at data.protection@ccn.ac.uk

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

- Online: <https://ico.org.uk/concerns/>
- Call: **0303 123 1113**
- Write to:
Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire, SK9 5AF

Contact us

If you have any questions, concerns, or need more details about this privacy notice, please contact our **Data Protection Officer** at data.protection@ccn.ac.uk