

Privacy notice for students

You have a legal right to be informed about how the College uses any personal information that we hold about you. To comply with this, we provide a 'privacy notice' to you where we are processing your personal data.

This privacy notice explains how we collect, store and use personal data about you.

We, City College Norwich, are the 'data controller' for the purposes of data protection law.

Our **data protection officer** can be contacted at data_protection@ccn.ac.uk.

The personal data we hold

We hold some personal information about you to make sure we can help you learn and look after you at College.

For the same reasons, we get information about you from some other places too – like schools, the local council and the government.

This information includes:

- Your contact details
- Your test results
- Your attendance records
- Details of any behaviour issues or exclusions
- Photographs
- CCTV images
- Your Unique Learner Number by the Learning Records Service

We may also collect, store and use information about you that falls into "**special categories**" of more sensitive personal data. This includes information about (where applicable):

- Information relating to your health where relevant to your learning needs, access and/or pastoral care
- Your characteristics, like your ethnic background or any special educational needs
- Any medical conditions you have

Why we use this data

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

- Get in touch with you and your parents when we need to
- Check how you're doing in exams and work out whether you or your teachers need any extra help
- Track how well the College as a whole is performing
- Look after your wellbeing
- Provide services for you at the College



Our legal basis for using this data

We will only collect and use your information when the law allows us to. Most often, we will use your information where:

- We need to comply with the law
- We need to use it to carry out a task in the public interest (in order to provide you with an education)

Sometimes, we may also use your personal information where:

- You, or your parents/carers have given us permission to use it in a certain way
- We need to protect your interests (or someone else's interest)

Where we have got permission to use your data, you or your parents/carers may withdraw this at any time. We will make this clear when we ask for permission, and explain how to go about withdrawing consent.

Some of the reasons listed above for collecting and using your information overlap, and there may be several grounds which mean we can use your data.

Collecting this information

While in most cases you, or your parents/carers, must provide the personal information we need to collect, there are some occasions when you can choose whether or not to provide the data.

We will always tell you if it's optional. If you must provide the data, we will explain what might happen if you don't.

How we store this data

We will keep personal information about you while you are a student at our College. We may also keep it after you have left the College, where we are required to by law.

Our record retention schedule sets out how long we keep information about students.

A copy of the College's retention schedule can be made available on request to the **data protection officer**.

Data sharing

We do not share personal information about you with anyone outside the College without permission from you or your parents/carers, unless the law and our policies allow us to do so.

Where it is legally required, or necessary for another reason allowed under data protection law, we may share personal information about you with:

Norfolk Educational Services Limited (NES) to provide some non-teaching activity. This includes processing of enquiries, admissions, enrolments and examinations and other activities such as the administration of the College Library service.

Local Authorities, the Department for Education (DfE) and other agencies – The College is required to pass on student personal data to Government Departments, Funding Agencies, the Learning Records Service, Ofsted, and the Local Authority as we are prescribed by law to do so.

The College also shares information with examination boards and awarding bodies. The College may share information on your attendance and progress with parents (with access rights) and carers of students under 18 years.

Graduate Students of Higher Education

Your contact details may be passed to survey contractors to carry out the National Student Survey (NSS), other surveys of students' views about their study, and surveys of student finances, on behalf of some of the organisations listed below:

- Department for Education
- Department for Business, Energy and Industrial Strategy
- Department for the Economy
- Office for Students
- UK Research and Innovation
- Education and Skills Funding Agency
- Teaching Regulation Agency
- National Health Service bodies and organisations working with them e.g. Health Education England
- General Medical Council
- Quality Assurance Agency for Higher Education
- UCAS

After you graduate you may be contacted and asked to complete one or more surveys into the outcomes of higher education and your activities after graduation. These surveys are used to create statistics to meet the public interest in the outcomes of higher education. Information from third parties (such as your parent, or your provider if you're in further study) might be used to complete sections of the surveys if you can't be contacted. The surveys may be undertaken by your provider or by an organisation contracted for that purpose.

City College Norwich will hold your contact details after you graduate in order for you to be contacted to complete the Graduate Outcomes survey. Your contact details will be passed to HESA (High Education Statistics Agency) and the organisation(s) contracted by HESA to assist it to undertake the Graduate Outcomes survey. HESA's contractors will only use your contact details for the survey and will delete them when the survey is closed. HESA may hold your contact details for further graduate outcomes surveys where these are in the public interest. Your responses to the Graduate Outcomes survey will be made available to City College Norwich, and City College Norwich may choose to add additional questions to the survey for their own use.

For 2017/18 graduates, the Graduate Outcomes survey will replace the DLHE (Destinations of Leavers from Higher Education) survey.

University of East Anglia

HE student data will be shared with the UEA as our validating partner to provide appropriate support services for your studies, including Library access and award of Higher Education awards.

Data will be shared with appropriate regulatory and funding agencies for your Higher Education programme, including the Office for Students

Employers

As apprenticeships are an employer funded programme, data regarding your attendance, achievement and performance will be shared with your employer.



Health, wellbeing and crime prevention partnerships

We may share personal information about you with other organisations to support you and keep you (or other students) safe, as follows:

- A range of providers of counselling and support services
- Norfolk Constabulary under the Safer Schools Partnership
- Youth Offending Team and Youth Inclusion Support Panel
- Multi-Agency Safeguarding Hub (Norfolk Children's Services, Norfolk Constabulary and NHS) for child protection and safeguarding

Norfolk participation in education team

We are legally required to pass on certain information about our students to Norfolk County Council, as it has legal responsibilities regarding the education or training of 13-19 year-olds.

This information enables it to provide youth support services, post-16 education and training services, and careers advisers.

External Suppliers and Contractors

We use a range of **external suppliers and contractors** to provide services to you at the College. These include IT software companies that may host personal information to enable staff, students and parents to access services, such as online payments and teaching resources. Written agreements are put in place to ensure adequate controls are in place to protect the data. For the latest information on external suppliers please contact the **data protection officer**.

Transferring data internationally

Where we share data with an organisation that is based outside the European Economic Area, we will protect your data by following data protection law.

Your rights

How to access personal information we hold about you

You can find out if we hold any personal information about you, and how we use it, by making a **'subject access request'**.

If we do hold information about you, we will:

- Give you a description of it
- Tell you why we are holding and using it, and how long we will keep it for
- Explain where we got it from, if not from you or your parents
- Tell you who it has been, or will be, shared with
- Let you know if we are using your data to make any automated decisions (decisions being taken by a computer or machine, rather than by a person)
- Give you a copy of the information

You may also ask us to send your personal information to another organisation electronically in certain circumstances.

If you want to make a request please contact our data protection officer.

Your other rights over your data

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

- Say that you don't want it to be used if this would cause, or is causing, harm or distress
- Stop it being used to send you marketing materials
- Say that you don't want it used to make automated decisions (decisions made by a computer)



or machine, rather than by a person)

- Have it corrected, deleted or destroyed if it is wrong, or restrict our use of it
- Claim compensation if the data protection rules are broken and this harms you in some way

Complaints

We take any complaints about how we collect and use your personal data very seriously, so please let us know if you think we've done something wrong.

You can make a complaint at any time by contacting our data protection officer.

You can also complain to the Information Commissioner's Office in one of the following ways:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF Wilmslow, Cheshire, SK9 5AF

Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our **data protection officer** at data_protection@ccn.ac.uk