



## City of Wolverhampton College Privacy Notice - Information for Customers

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There is an on-line version of this document available here:  
<http://www.wolvcoll.ac.uk/privacy-notice/>

Thank you for choosing to study at City of Wolverhampton College.

This Notice explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We are committed to protecting your personal information and being clear about what information we hold about you and how we use it. This privacy notice tells you what to expect when City of Wolverhampton College collects personal information.

In order that you can progress through your course, it is important that this data is processed and stored securely within the College, in line with current data protection legislation. Whenever we collect information from you, it is primarily as part of our Public Task as a further education corporation and when we record information about your journey at college, it is to ensure you receive the best possible support and outcome. We will not collect any information that is unnecessary.

You are entitled to view, amend, or erase the personal information that we hold about you. Erasure is only possible where we do not hold your information in relation to our public task or have any other legitimate interest to keep your information e.g. if you are a student and we are claiming funding from the Government, we are obligated to maintain your information. For further information or if you have any questions about this, please email [dataprotection@wolvcoll.ac.uk](mailto:dataprotection@wolvcoll.ac.uk) and the Data Protection Officer will contact you.

If you simply want to correct or update your information or your contact preferences, you can do so on-line: <http://www.wolvcoll.ac.uk/privacy-notice/> or by email to [data@wolvcoll.ac.uk](mailto:data@wolvcoll.ac.uk) or by writing to the **Funding & Compliance Team** at the address below.

Please be aware that, if you change any of your names (unless it has been recorded inaccurately), we will require you to bring official documentary evidence into a Student Hub at any campus.

City of Wolverhampton College's legal address is: Paget Road, Wolverhampton, West Midlands, WV6 0DU. Telephone number: 01902 836000

We are a further education corporation. We are also an exempt charity under the Further Education Act (1992).

City of Wolverhampton College is registered as a data controller with the Information Commissioner's Office (ICO). If you would like to contact the ICO, their free help line is: 0303 123 1113. Our Data Protection Registration reference number is Z4708090.

## **Data Privacy is changing**

As part of the General Data Protection Regulation (GDPR) all companies have to review how they manage all personal data – from customer telephone numbers to employee bank records and ensure they are GDPR ready by 25th May 2018.

### **How does this affect you?**

- It will give you more control over your personal data – you'll have greater visibility and control over what personal data we hold about you, which will allow you to check that it is accurate and up-to-date.
- Outside of course related issues, you can choose what else we or our funding agencies can contact you about and by what method. We will make it easy for you to change your preferences at any time.
- There will be a greater emphasis on data security. GDPR also aims to make sure that all organisations holding personal data have the right processes in place to protect it. Organisations that put customer data at risk will face hefty penalties.

## **Changes to this Privacy Notice**

We may need to amend this Privacy Notice occasionally. If we have to make changes in the way we use your personal information, we will make that information available by amending this notice. If you are an current applicant we will notify you via the email address provided on your application form or if you are a current student, we will email your college account.

### **Any questions about personal data?**

If you have any questions or concerns about our collection, use, or disclosure of your personal information, please email: [dataprotection@wolvcoll.ac.uk](mailto:dataprotection@wolvcoll.ac.uk) or telephone 01902 836000 and ask for the Data Protection Officer.

Alternatively, you can write to:

Data Protection Officer  
City of Wolverhampton College  
Paget Road  
Wolverhampton  
WV6 0DU

## **How we use your information relating to additional specific purposes**

We will share your information in the following circumstances:

- We will share information for the prevention or detection of crime.

- We will disclose details of medical conditions you have told us (or a third party) about, where it is necessary for us to help safeguard your health and safety, or that of others.
- We will share information at your request, on completion of the Student Information Request Form which is available at any Student Hub
- We will share with specific third parties for education related research or analysis purposes, within our legitimate interests.
- **At no time will your personal information be passed to other organisations for marketing or sales purposes.**

## What information do we collect about you?

What information do we collect? <ul style="list-style-type: none"> <li>• Method of collection</li> </ul>	Why do we collect this information?	Who do we share this information with and why?
<b>COLLEGE WEBSITE ACCESS</b>	<ul style="list-style-type: none"> <li>• Unless you complete one of our on-line forms (mentioned below), we only collect anonymous information regarding what pages are accessed and when, to improve the service we provide</li> </ul>	<ul style="list-style-type: none"> <li>• This information is for college use only</li> </ul>
<b>VISITORS TO OPEN EVENTS &amp; CUSTOMERS OF COLLEGE FACILITIES</b> <ul style="list-style-type: none"> <li>• Verbal or On-line Enquiry</li> </ul>	<ul style="list-style-type: none"> <li>• To contact you in response to a specific enquiry</li> <li>• To supply you with the service you have requested</li> </ul>	<ul style="list-style-type: none"> <li>• This information is for college use only</li> </ul>
<b>APPLICATIONS</b> <ul style="list-style-type: none"> <li>• On-line Application Form</li> </ul>	<ul style="list-style-type: none"> <li>• To progress your application and send you interview dates</li> <li>• To provide you with impartial advice and guidance</li> <li>• To advise you about the enrolment process, enrolment dates and ensure you are on the right course</li> </ul>	<ul style="list-style-type: none"> <li>• If you are under 19 at 31st August in the academic year, we will share your information with Prospects CCIS, to improve the well-being of children and young people</li> </ul>
<b>Enrolment &amp; On-going Study</b> <ul style="list-style-type: none"> <li>• Enrolment Form</li> <li>• Change of Details Form</li> <li>• Additional Learning</li> </ul>	<ul style="list-style-type: none"> <li>• To enable us to contact you while you are a student</li> <li>• To ensure that you are treated fairly</li> <li>• To offer you Additional Learning Support</li> </ul>	<ul style="list-style-type: none"> <li>• If you are under 16 at 31st August we will share with your school, Local Authority or parents, as appropriate</li> </ul>

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| <ul style="list-style-type: none"> <li>• <b>Support Form</b></li> <li>• <b>Discretionary Learner</b></li> <li>• <b>Support Form</b></li> <li>• <b>Adult Loan Letter</b></li> <li>• <b>ESFA Learner</b></li> <li>• <b>Satisfaction Survey</b></li> <li>• <b>Apprenticeship</b></li> <li>• <b>Individual Learning</b></li> <li>• <b>Plan (ILP)</b></li> <li>• <b>Apprenticeship Commitment</b></li> <li>• <b>Statement</b></li> </ul> | <p>should you need help with your studies</p> <ul style="list-style-type: none"> <li>• To offer you Learner Support funds if you need help with extra costs such as transport, equipment or childcare</li> <li>• To ensure your safeguarding at College</li> <li>• To meet our legal and statutory responsibilities to our funding agencies: <ul style="list-style-type: none"> <li>➤ Education and Skills Funding</li> <li>➤ Agency (FE &amp; Apprenticeships) and the</li> <li>➤ English European Social Fund</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• If you are under 19 at 31st August in the academic year, we will share your information with Prospects CCIS, to help improve the well-being of children and young people. We are also obliged to inform them when you leave College.</li> <li>• If you are under 19 at 31st August or a vulnerable adult, we will also share information with your 'named contact' in order to support your studies, if it is in your interest for us to do so and you have given us permission to do so.</li> <li>• We will share with your employer if you are an Apprentice or if they are sponsoring your studies</li> </ul> |
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<p><b>Non Levy or Levy Apprenticeship Contract</b></p> <ul style="list-style-type: none"> <li>• <b>Apprenticeship Initial review</b></li> <li>• <b>Apprenticeship 10 week review</b></li> </ul>	<p>(where your course is cofinanced by ESFA and ESF) To meet our legal and statutory responsibilities to The Office for Students ( for</p> <ul style="list-style-type: none"> <li>• Higher Education students)</li> <li>• To maintain your Unique</li> <li>• Learner Number (ULN) and</li> <li>• Personal Learning Record</li> <li>• (PLR) on the Learner</li> <li>• Records Service (LRS)</li> <li>• To manage your Adult</li> <li>• Learner Loan</li> <li>• To manage your employer's expectations if you are an Apprentice or your</li> </ul>	<ul style="list-style-type: none"> <li>• We share this information with the</li> <li>• Education and Skills Funding Agency</li> <li>• (ESFA), (an executive agency of the Department for Education) who use it to exercise their functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009.</li> <li>• The English European Social Fund (ESF) Managing Authority</li> </ul>
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	<p>studies are being sponsored by your employer</p> <ul style="list-style-type: none"> <li>• If your programme of study requires us to take up reference or obtain disclosure from the</li> <li>• Disclosure and Barring Service (DBS), we will inform you beforehand.</li> <li>• To maintain your contact preferences for surveys and marketing</li> </ul>	<p>so that they can evaluate the effectiveness of your course.</p> <ul style="list-style-type: none"> <li>• We share your details with the Learner Records Service for the maintenance of your ULN and PLR</li> <li>• If you are on an HE funded course, we will share with The Office for Students (the new independent regulator of Higher Education in England)</li> <li>• If you apply for an Adult Learner Loan, we will share information with the Student Loan Company</li> <li>• We will share your details with the DBS should it be a requirement for</li> <li>• your programme of study</li> </ul>
<p><b>Id Card and Photograph</b></p> <ul style="list-style-type: none"> <li>• <b>Part of the enrolment process</b></li> </ul>	<ul style="list-style-type: none"> <li>• To ensure your safety at</li> <li>• College</li> <li>• To maintain the security of the College</li> </ul>	<ul style="list-style-type: none"> <li>• We will not share this data without your express permission, unless it is for the purposes of the prevention or detection of a crime</li> </ul>
<p><b>Financial Details</b></p> <ul style="list-style-type: none"> <li>• <b>Part of the enrolment process</b></li> </ul>	<ul style="list-style-type: none"> <li>• Individual or family finance details are only collected if you apply for Financial Support</li> <li>• Bank details will be held for payments by Direct Debit</li> <li>• Credit Card details are not stored by the College</li> </ul>	<ul style="list-style-type: none"> <li>• We do not share your financial details with anyone outside of the normal business of the College</li> </ul>
<p><b>CCTV and Body Camera Footage</b></p> <ul style="list-style-type: none"> <li>• <b>On all College Premises</b></li> </ul>	<ul style="list-style-type: none"> <li>• To maintain the security of the College</li> <li>• To ensure your safety at College</li> </ul>	<ul style="list-style-type: none"> <li>• We will not share this data unless it is for the purposes of the prevention or detection of a crime</li> </ul>

<b>Examinations and Achievements:</b> <ul style="list-style-type: none"> <li>• Exam Entry</li> <li>• Post Results Enquiry Form</li> <li>• Access Arrangement Form</li> </ul>	<ul style="list-style-type: none"> <li>• To enable you to resit an examination should it be required</li> <li>• To give you access to Post-Results Services</li> <li>• To obtain permission from the Awarding Bodies to support your requirement for Access Arrangements</li> </ul>	<ul style="list-style-type: none"> <li>• We share your details with the relevant Awarding Body as appropriate. For all examination processes the College adheres to the Joint Council for Qualifications (JCQ) regulations</li> </ul>
<b>Attendance Records</b>	<ul style="list-style-type: none"> <li>• To ensure your safety at College</li> <li>• To meet our statutory responsibilities to our funding agencies: Education and Skills Funding Agency (FE &amp; Apprenticeships), the European Social Fund and the Office for Students (Higher Education)</li> </ul>	<ul style="list-style-type: none"> <li>• We will share this information with Auditors employed by the ESFA to meet our statutory responsibilities We will share with your employer only if they are sponsoring your studies</li> <li>• If you are under 19, we will also share attendance information with your 'named contact' in order to support your studies, if you have given us permission to do so.</li> <li>• For the purposes of the prevention or detection of a crime</li> </ul>
<b>Safeguarding Records</b>	<ul style="list-style-type: none"> <li>• All students and staff have the right to feel safe at college.</li> <li>• Other people should not hurt or abuse you in any way</li> </ul>	<ul style="list-style-type: none"> <li>• It may be necessary to share referred students details with Social Services or the Youth Offending Team</li> </ul>
<b>Disciplinary Records</b>	<ul style="list-style-type: none"> <li>• To ensure that the necessary support is put in place to allow you to continue with your studies and succeed in your programme of study</li> </ul>	<ul style="list-style-type: none"> <li>• We will only share these records with your employer if you are being sponsored or with your named contact if you are under 19, if you have given us permission to do so.</li> </ul>
<b>Destination and Progression Records</b>	<ul style="list-style-type: none"> <li>• To meet our legal and statutory responsibilities to our funding agencies</li> </ul>	<ul style="list-style-type: none"> <li>• We share this information with the</li> </ul>

	<ul style="list-style-type: none"> <li>To allow us to see how well we meet your expectations. To help us to improve our service to you and curriculum offer, if necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Education and Skills Funding Agency</li> <li>(ESFA), (an executive agency of the Department for Education) who use it to exercise their functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009.</li> <li>The English European Social Fund (ESF) Managing Authority so that they can evaluate the effectiveness of your course.</li> </ul>
<b>Alumni</b> <ul style="list-style-type: none"> <li><b>On-line Form</b></li> </ul>	<ul style="list-style-type: none"> <li>To contact you in response</li> <li>to a specific enquiry</li> <li>To inform you of courses and job offers at college</li> </ul>	<ul style="list-style-type: none"> <li>This information is for college use only</li> </ul>

Links to the Privacy Notices of other people we may share information with (as detailed above).

LRS: <https://www.gov.uk/government/publications/lrs-privacy-notice>

ESFA: <https://www.gov.uk/government/publications/esfa-privacy-notice>

JCQ: <https://www.jcq.org.uk/exams-office/information-for-candidates-documents/information-for-candidates---privacy-notice>

Student Loan Company: <http://www.slc.co.uk/terms-of-use.aspx>

Prospects: <http://www.prospects.co.uk/Home/Privacy-Policy>

Office for Students (HEFCE): <https://www.officeforstudents.org.uk/privacy/>

Disclosure and Barring Service: <https://www.gov.uk/government/publications/dbs-privacy-policy>

## **How we keep your information secure**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. These include:

- All staff are trained in Data Protection best practice and acceptable uses of ICT.
- We operate a clear desk and lock PC policy
- All internet activity is monitored by our network engineers and firewall. Application and URL filtering to monitor and control activity on our network. Antivirus software to protect against virus attacks and keyword monitoring software to allow us to proactively monitor activity on college computers. User activity on college machines is recorded.
- All visitors are signed in and out of the premises and are always accompanied while they are in College
- Paper records are kept in secure storage with access limited to a small number of staff and are confidentially destroyed at the end of their retention period

## **Records Retention**

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Your data will be confidentially destroyed when it is no longer required for the purposes collected.

## **If you are 16 or under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, we will require your parent/guardian's permission beforehand whenever you provide us with personal information.

## **Transferring your information outside of Europe**

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.