

SOUTH & CITY COLLEGE BIRMINGHAM

Privacy Notice for Students at the College 14+ Learners

What is a privacy notice?

The purpose of a privacy notice is to explain to people why we collect your personal data, how we use it and how we protect it so you feel confident in the knowledge that we are safeguarding and protecting your information.

Our Data Protection Officer is Parveen Ghulam. If you have any questions about this privacy notice or the ways in which we use your personal information, please contact our Data Protection Officer at High Street, Deritend, Birmingham, B5 5SU or data.controller@sccb.ac.uk

This privacy notice has been prepared in accordance with the General Data Protection Regulation (EU) 2016/679 ("GDPR") and the Data Protection Act 2018.

This notice sets out how we use your personal information as your education provider, in particular:

- **The personal information that you give us;**
- **How we use your personal information in the College;**
- **The legal basis on which we collect and use your personal information;**
- **How long we keep your personal information;**
- **How we share your personal information**
- **Your rights over your personal information;**

The personal information that you give to us

As part of your application, admission and enrolment to the college or Academy we collect the following types of information this list is not exhaustive:

- Personal information from you including name, contact details, address and previous address, email address and telephone number, date of birth, nationality, residency, national insurance number, unique pupil number parent/guardian or emergency contact details, including next of kin details, and their relationship to you, where appropriate carer or guardian (we will assume that you have checked with the individuals before you supply their contact details with us). This will also include previous qualifications and/or expected grades, employment and educational history, work assessment data, course you wish to apply for, work experience and future plans.
- Equality & Diversity information including ethnicity, sexual orientation, religion, gender, Age, Date of Birth, Nationality, Reasonable Adjustments/Access requirements, learning difficulties and disabilities, health information, criminal convictions, your photo and employment status.

- Information whilst you are studying with us to monitor your progression and attainment as well as to support your learning as part of your studies and individual learning plan. This will include, trips and visits and safeguarding. It also includes information relating to your attendance, behavioural information, disciplinary and exclusion, financial and welfare support requirements, targets, predicted grades, achievements and progression plans. In some circumstances this may include names and contact details of social worker and key workers.
- Finance information for payment details for your bank, if you are paying for your course or if you are in receipt of a bursary. Benefits and household income and household occupants if applicable. Learner fee assessment. Pre-pay card information (to use in the cafeteria).
- Childcare information where applicable, including birth certificates for children to provide funding and other services.
- Student welfare information for looked after child, homelessness, financial hardship and a Personal Educational Health Care Plan (EHCP) or statement of special educational need, where applicable, free school meal eligibility. Student learner support information about your learning difficulty of disability such as dyslexia and any assessments, individual support plans and review notes, including exam access arrangements. For student trips. We may need additional details, such as name of your doctor, any medical conditions, allergies, dietary requirements and passport details (if travelling abroad).
- Student safeguarding information- Some members of society are recognised as needing protection for example children and vulnerable adults. If a person is identified as being at risk from harm we are expected as professionals to do what we can to protect them. In addition we are bound by certain specific laws that exist to protect individuals. This is called "Safeguarding. This will include all the welfare information, court orders and professional involvement. In addition it will include areas of vulnerability, disclosure of abuse, details of family make up, siblings, ages and gender when making a referral to Children's or Adult Services.
- Employer information (for example for apprentices and day release students). Marketing and alumni information.
- Information if we record lectures and tutorials such as recording your image and voice and CCTV images.

How we use your personal information in the college

We require this information to understand your needs and provide you with a better service. The College will process your personal information for a range of contractual, statutory or public interest purposes.

We will use your information to, manage, deliver and administer your education, provide welfare and pastoral care, to track your progress so we can help you achieve the best you can, provide ID cards. This may include everyday activities such as course and enrichment offer, creating class lists for your teacher at the start of the course, providing registers for your tutor to mark your attendance, registering with the awarding bodies to allow us to enter you for exams, or providing you with a support plan or exam assessment, deliver facilities such as IT, sport, libraries and careers. Also, to communicate effectively with you by post, email and phone, including the distribution of relevant newsletters and circulars and event information.

We also use this information to improve and develop teaching and services in the future and in particular for the following reasons:

- To comply with statutory and legal requirements and monitor our responsibilities under any such legislation and any statistical returns.
- To ensure correct staff ratios for the purposes of supervision
- To identify any additional support in response to disclosing a learning difficulty or disability, to make adjustments to your learning and teaching methods and identify and provide appropriate learning aids, support plan to your teaching team in order to make reasonable adjustments on your course, such as Speech Therapy, Dyslexia Assessments and Support, Sensory Support. Including support required during trips or visits and risk assess any support or medical needs required.
- To comply with the requirements of Children's Social Care Services when making a referral to external services and provide your progress to Children's Services and Local Authorities and or the Police as appropriate, including providing information when attending Multi – Agency professionals/professional meetings.
- To administer the financial aspects of your relationship with us and any funders and to assist you in applying for support with additional funding, money, accommodation, professional services such as housing and counselling services and to ensure your place is appropriately funded, to pay or receive payment from you, to assess if you are liable to pay fees and to assess eligibility for funding e.g. bursaries.
- Please note grant funding conditions may require us to collect data to be able to pay to you amounts owed by the College. Provide support for finance for childcare and liaise with Childcare providers and after school services. To contact childcare professionals such as, health visitors, community paediatricians, speech and language therapists, educational psychologists, GP's, SEN support team, Early Years Consultants.
- For welfare issues, to understand your needs and provide you with a better service. This will allow us to assist you in applying for financial support with money, accommodation and Professional services such as housing and counselling services. This will ensure you get the right support from teaching and support staff and provide information on your progress to Children's Services and Local Authorities. It will also help us to assess your eligibility household benefits and income in relation to providing financial hardship awards, such as help with Childcare, Travel, Equipment, Fees, Trips, Free MEA and hardship payments.
- To operate security (including CCTV), governance, disciplinary, complaint, audit and quality assurance processes and arrangements.
- To compile statistics and conduct research for internal and statutory reporting purposes and Providing references to employers and other educational establishments, on request.

- Providing your course information to your previous school for their monitoring purposes.
- To manage and administer our alumni network. We will not send you marketing information unless you have opted in to receive these during the enrolment process and will only contact you through the methods you chose.
- Recordings of you may be used for your information to allow you to revisit and revise materials which have been recorded. This may be necessary for remote learning due to the COVID-19 pandemic, online lessons may be stored on internal learning platforms.

Your personal information is created, stored and transmitted securely in a variety of paper and electronic formats, including databases that are shared across South and City College Birmingham. Access to your personal information is limited to the College staff who have a legitimate interest in it for the purpose of carrying out their contractual duties. Our use of your personal information will not be excessive.

In addition to this, the College may process some information about you that is classed as 'sensitive' or 'special category' personal data, which requires additional protections. This includes information concerning your ethnicity, sexual orientation, religious beliefs, health or disability that we use for planning and monitoring purposes, or in order to provide care, help or suitable adjustments. For certain courses of study, other sensitive information may be processed, such as information about past criminal convictions, working with children or vulnerable adults and your fitness to practise in certain regulated professions. Access to, and the sharing of your 'sensitive' personal data are controlled very carefully. You will normally be given further details about our use of any such data when we collect it from you.

The legal basis on which we collect and use your personal information

Generally, the information that is collected is processed as part of our public interest task of providing education to you. This allows us to collect the information we need on behalf of the government to drawdown funding on your behalf or to process your achievements.

Where you become a student, we hold your information, which may include bank details on the basis that it is necessary for us to perform our contract with you.

Where we are required by law to hold certain records, then we collect and hold those records to comply with that legal obligation.

Where that information is special category personal information (e.g. Ethnicity, health or criminal convictions, medical information) we will process it as there is a substantial public interest for us to do so, and we also have to ensure a safe and secure environment for all learners and staff. Where you provide information to us regarding medical Condition(s), disability and/or additional needs, we will process this on the legal basis of the public interest task of providing education to you. Recipients of this type of sensitive data will be on a need to know basis in order to implement the most appropriate support to you.

We have a legitimate interest in wishing to interact with you and others to manage your support including additional learning support needs. To be able to do so, we need to understand details of your financial circumstances and your disability and/or learning difficulty. To protect your vital interest for your wellbeing.

Where you have previously studied at the College or commenced an application process with us before, then we will send you information about the courses we provide on the basis of our legitimate interest. In doing so, we will comply with the requirements of the “soft opt in” and offer you an opportunity to refuse marketing when your details are first collected and in subsequent messages. This will be achieved by way of being able to unsubscribe. Any other marketing we carry out including the Alumni network will be based on consent.

How long we keep your personal information

Our Data Retention policy details how long we keep your information. Overall we will not keep your personal information for longer than we need it. Below is a summary of the main retention periods for key information:

- As part of the public task where you have received funding for your course, we are required by the Department of Education to retain your data for 15 years. This is for audit purposes and to ensure we have evidence for why you were entitled to receive funding for your education.
- We may also retain other information relating to health and safety incidents, information relating to the childcare legislation for different periods but we will not keep these for any longer than we are legally required to.
- Some fields collected during online enrolment such as ethnicity, religious belief, sexual orientation, marital civil partnership, gender identity and first language are not required to be kept for 15 years. This information will only be used for summary analysis and will be deleted within 6 months of the end of the academic year in which your programme of study has finished.
- If you have applied to the College but have not progressed your studies, your information will normally be kept for at least one year after the completion of the application process.
- Financial information is usually kept for 7 years after the end of the financial year. However, certain financial information may be kept longer if it is a condition of a grant that the College has received.
- As part of your learning with the College we may record the lecturing of the lessons which you have participated in and this may include your image, name, video and voice recording. You will be informed of this at the start of the recording. As a student of the College, we will retain the recording of any lectures you participated for no more than two academic years.

- General Trip information will be stored for the purposes of internal audit requirements. Sensitive information regarding medical/safeguarding issues will be kept for 3 months. In the case of Safeguarding disclosures the College will keep confidential information up to the age of 25 years.
- For marketing purposes, your personal information is used whilst you are a student at the College and up to three years after you leave. If you have subscribed to our alumni services, we will keep your information indefinitely however you have the option to unsubscribe from updates at any time.
- We may also retain other information related to health and safety incidents, information relating to childcare legislation for different periods but we will not keep these for longer than we are legally required to do so.

How we share your personal information

- As part of the public task placed on us by the education and skills Funding Agency (ESFA), West Midlands Combined Authority (WMCA) and the Department for Education (DfE) to fund your education we have a legal duty to provide them with eligibility, enrolment and achievement data. We are required to share information about our students with the Department for Education (DfE) and / or provider of youth support services either directly or via our local authority for the purpose of those data collections. This enables them to provide youth support and careers advice services. (The information shared is limited to the child's name, address and date of birth. However where a parent or guardian provides their consent, other information relevant to the provision of youth support services will be shared. This right is transferred to the child / pupil once they reach the age 16).
- We also provide them with data to enable you to access additional grants for pupil premium and free school meals. We use unique learner number (ULN) to share data with the learner record service (LRS) for your qualifications.
- We may also share personal information that you give us with local authorities and schools only in relation to your studies. This may include offers, your chosen course, support information, destinations or transferring information to other educational institutions you move to.
- Young people have to remain in training or education until they are 18, so if you withdraw from our education programme before this age then we notify the local authority to highlight you may have become not in education, employment or training NEET. As part of the same legal duty we share data relating to destinations, or supporting data for careers and Youth Services. In both circumstances this will only be shared with the relevant local authorities on a need to know basis.
- We will normally confirm details of your results and degrees awarded to external enquirers or organisations (e.g. schools), we will also provide references to third parties (e.g. universities). Your name may occasionally be published in college literature (e.g. graduation programme). Other than as set out above, we will not normally publish or disclose any personal information about you to other external enquirers or organisations unless you have requested it, consented to it or it is in your vital interests to do so (e.g. in an emergency situation).
- In addition your information is shared as permitted or required by law, on a considered and confidential basis, with a range of external organisations for the purpose of meeting South and City College Birmingham statutory obligations as an FE college. Such as police or law enforcement agencies to aid investigations, with audit firms, to carry out internal or external audits to complete their testing of internal controls, records and financial reports, visa and immigration if we act as a

sponsor for visa purposes, HM Revenue and Customs and Health and Safety Executive, to verify details such as attendance and compile statistics and conduct research for internal and statutory reporting purposes.

- For students starting higher education courses, your information will be shared with the Higher Education Funding Council for England (HEFCE) and you will be asked to participate in two external surveys: the national student survey <https://www.thestudentsurvey.com> and the graduation outcome survey <https://www.he's.ac.uk/innovation/outcomes/students>). The national student survey is aimed at final undergraduate students which gathers opinions about their time in higher education on their course and at their institution. The graduate outcomes survey captures information about the activities and perspectives of graduates six months after they finish their studies. We will hold or classroom contact details after you graduate to enable completion of this survey. You have the right to object to HESA contacting you for the graduate outcomes survey. If you don't want to be contacted for the survey email info@graduateoutcomes.ac.uk
- We are required to share information with Ofsted/QAA for statutory inspection and monitoring and to Higher Education partner institutions to facilitate the appropriate administration of the course with the awarding body.
- All learners enrolled on an apprenticeship will have summary attendance data and their achievements shared with their employer but only in conjunction with their apprenticeship. We will only share data with the employer about a learning difficulty or disability, or any EHCP plan, if the Apprentice is assessed at the place of employment, or during their programme, as needing additional support. We may provide your information to other providers who need to carry out End point Assessments in order to fulfil our contract with you.
- We may also share your personal information with third parties who provide services and support to the college or students to process and administer your chosen qualification, but this will always be limited to only the information required. Some examples of third parties, this is not limited are: exam boards or awarding authorities, diagnostic and assessment organisations such as BKSB. Tracking progress organisations, such as Smart Assessor. Microsoft for email and collaboration services.

For safeguarding, the use of software such as One Team Logic (My Concern). In order to monitor and support our students for safeguarding, information may be shared with local Children's Services and care services, MASH – Multi Agency Safeguarding Hubs 'Right Service Right Time', CASS – Children's Assessment and Support Services, Adult Social Care Services, Third Sector Voluntary services, i.e. Women's Aid, Sexual Health Services (Umbrella), Barnados NSPCC, carers and Social Workers. In certain cases mentoring support is required and organisations such as Channel Services will be used and in order to aid investigations the police and Counter Terrorism Unit will be contacted. Information will be shared with doctors, CAMHS (Mental Health) and Forward Thinking Birmingham to provide mental health support.

- In order to support students we may share information with organisations who provide professional welfare services and other such as Communication Autism, CAMHS, Forward Thinking Birmingham and other professional bodies such as SENAR and Sensory support services, medical professionals, GP's and consultants.
- The Health Assured support line is a separate service offered to students of the College. Health Assured provides a confidential service and information you

discuss with their helpline support workers is not routinely provided to the college unless your health, wellbeing or welfare is judged to be at imminent risk. In these circumstances and where the support worker thinks you need additional support they will seek your consent to share your name and information about their concerns with the safeguarding officers@sccb.ac.uk so that they can provide consent or where you refuse consent, Health Assured may still decide to share relevant information with the College where it is necessary to protect your or another person's vital interests.

- In addition, for extra curriculum activities such as trips, details will be provided to provide transport providers for the organisation of the trip or visit. National Express order to identify a service to support travel and an identified taxi service for learner support.
- Group Staff who need the information for administrative purposes.
- Recordings are shared with students on a specific course. Access to your recording will be via Attain or other teaching and learning platforms.
- In some cases we will share with, funders and/or sponsors such as the Office for Students, Employers and Student Loan Company to enable funding/fees associated with particular students to be paid/received from other teaching and learning organisations, funders and sponsors.

Financial information may be shared with financial software providers for purposes of storing financial information, it may also be shared with banks for making any payments due. In some cases a debt collection agency to collect unpaid fees and charges via a debt collection agency when fees have not been paid within the specified. Pay My Student is used to monitor and track student financial support. Care to Learn to provide external funding for childcare whilst students study

- Subsidiary companies may be used to cater for services to students.
- Marketing information may be shared with a company to administer our alumni services. After you finish your studies, your contact and core personal details are passed to an external organisation that manages our Alumni services. They will contact you to add you to our alumni database. They may also contact you to establish your destination after college (e.g. university, employment etc.) You can opt out of this service at any point.
- If we take photos of you for marketing and social media agencies, will be asked to opt-in for this service. This information will only ever be used for the purpose that we have discussed with you beforehand (e.g. social media content or radio).
- We will also keep any published information that you have previously consented to (e.g. photos, articles on our website). You can opt out of this at any point.
- We also share anonymised data with Market Intelligence (MiDES) to provide anonymised market research, used for College benchmarking purposes. For further information please go to: <https://mides.rcu.co.uk/privacy-policy>
- It may be necessary for us to share contact and other relevant personal information as requested in the in the interests of maintain public health reasons, such as the COVID pandemic.

How we transfer your personal information outside Europe

We do not store or transfer your personal data outside Europe. However, for some international students, data will be transferred outside of Europe and in these cases data sharing agreements will be in place.

We will monitor your use of College's computers

We keep an eye on how you use the College's equipment and computers and what websites you go on when you are browsing the internet at College. This is because we have legal obligations to protect you, we also have a legitimate interest in making sure you are using our computer equipment correctly and that you are not looking at any inappropriate content.

If you want to browse the internet privately, you will need to use your own devices, which are not linked to the College's network or internet connection.

Automated decisions we take about you

All decisions are made with human involvement, we do not use personal data to make a sole decision by automated means.

Requesting access to your personal data (Subject Access Request (SAR))

Under data protection legislation, individuals have the right to request access to information that we hold about them. To make a request for your personal information contact:

Our Data Protection Officer is Parveen Ghulam. If you have any questions about this policy or the ways in which we use your personal information, please contact our Data Protection Officer at High Street, Deritend, Birmingham, B5 5SU or data.controller@sccb.ac.uk

Your rights over your personal information:

the right to make a complaint to the Information Commissioner's Office (ICO) if you are unhappy about the way your personal data is being used – please refer to the ICO's website for further information about this (<https://ico.org.uk/>); (If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance).

- the right to ask us what personal information about you we are holding and to have access to a copy of your personal information.
- the right to ask us to correct any errors in your personal information.
- the right, in certain circumstances such as where our use of your personal information is based on your consent and we have no other legal basis to use your personal information, to ask us to delete your personal information.
- the right, in certain circumstances such as where we no longer need your personal information, to request that we restrict the use that we are making of your personal information.
- the right, in certain circumstances, to ask us to review and explain our legitimate interests to you; and
- the right, where our use of your personal information is carried out for the purposes of an agreement with us and is carried out by automated means, to ask us to provide you with a copy of your personal information in a structured, commonly-used, machine-readable format.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, if you do not want the information to be used by anybody for direct marketing purposes, do not opt in.
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at data.controller@sccb.ac.uk

Cookies

Cookies are text files placed on your computer to collect standard internet log and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Changes to our Privacy Policy

We keep our privacy policy under regular review and will update it from time to time to make sure it remains up-to-date and accurate.

Approval & Review

Version: 0.5

Approval: GDPR Working Group

Date of Approval: 12 January 2022

Approval: GDPR Working Group

Date of approval: 22 March 2022

Next review date: January 2024

Version History

Version	Date	Description
0.2	5 May 2020	Privacy Notice Students
0.3	11 September 2020	Privacy Notice updated to include recordings
0.4	15 November 2021	Review and minor amendments
0.5	January 2022	Update to user friendly version PG
0.5	22 March 2022	GDPR Working Group to approve