

Privacy Notice – Students and Apprentices

Bridgwater & Taunton College is committed to the data security and the fair and transparent processing of personal data. Under data protection legislation, individuals have a right to be informed about how we use any personal data we hold about them. We comply with this right by providing this privacy notice which explains how we collect, store and use personal data about all our students and apprentices including student and apprentice applicants and past students.

We, Bridgwater and Taunton College are the data controller for the purposes of data protection law, and we are registered with the Information Commissions Office (ICO) Registration Number **Z4677243**.

Our Data Protection Officer is Emma Kilner. If you have any questions about this policy or the ways in which we use your personal information, please contact our Data Protection Officer dpo@btc.ac.uk

Personal data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). The College collects your personal data from you when you:

- Interact with us before joining as a student, for example when you provide details for open day events
- Enrol as a student with us as part of the registration process
- Complete our surveys and feedback forms
- Interact with us during your time as a student at the College, including in communications you have with the College; or
- Visit the College's website, including when you register or use our online payment portals or store.

We may collect, use, store and transfer different kinds of personal data about you which we have groups together as follows:

- **Identity data** including full name, maiden name, username or similar identifier, marital status, title, date of birth, gender, photograph and ID badge, including CCTV images, driving license details, passport details and visa details
- **Contact data** including postal address, email address and telephone contact numbers
- **Professional data** including academic qualifications and achievements, references, profession, job title, employer and professional history
- **Welfare data** includes grievance and disciplinary information, pastoral care records, information relating to criminal convictions and allegations of criminal activity, medical records and information including dietary requirements and religious information.
- **Financial data** including student loan, bursary, funding agreement, tax/national insurance details, salary details, pension details, debts/overdue charges
- **Other details relating to your financial situation** including student loan, bursary, free school meals, travel assistance, benefits information, employment status and

household situation

- **Location** for example physical or electronic information which identifies your location
- **Online/Unique identifiers** such as student ID, Unique Learner Number, online/website details for example usernames, passwords, session IDs, geo locations and cookies
- **IP address** collected when using college equipment including iPads and laptops

Special Categories of data – under UK GDPR, certain types of data are termed 'special category data'. These include ethnicity, medical conditions and disabilities. Where these are collected on behalf of the Department for Education (DfE) or other government agencies, the reasons for processing under Article 9 of the UK GDPR are explained in their privacy statements.

- **Course information** and exam timetable information e.g. details of the course are or have enrolled on and exam information
- **Student work** e.g. paper and electronic based worksheets, books, assessments and exam papers
- **Learning Support Information**
- **Contact details** including Parent/Legal Guardian/Next of Kin/Emergency contact
- **Previous school details** including any safeguarding and wellbeing notes
- **Social Worker** details and other agency professionals linked to your care
- **Academic information** exam results/qualifications/academic achievement/mandatory and voluntary professional body memberships/accreditations/certificates/training records/ Individual Learning Plan (ILP) data
- **Complaint/Grievances** details such as student, staff, public and other complaints to which you are a named party or involved in the investigation process
- **Health and Safety** information such as accident records, risk assessments, occupational health records, personal protective equipment records, insurance and legal claims, disability and access requirements
- **Criminal and Conviction Information** such as Disclosure Barring Service (DBS) checks, safeguarding risk assessments in relation to disclosures provided to use and other notifications. Some courses and placements will require DBS checks to be carried out)

How we collect and use your data

Majority of the information you provide us is mandatory to enable us to provide services to you or conduct our core activities as an educational provider, however some of the personal data is provided to us on a voluntary basis. To comply with data protection legislation, we will inform you whether you are required to provide information to us or if you have a choice in this.

We collect this personal data in a variety of different ways for example paper and electronic forms, by email and verbally. We collect your personal information from different sources for example when you make enquiries with us; when you provide your details for marketing purposes; when you register for events such as open days and when you register as a student with us or provide us with any other information during your course or apprenticeship.

Your personal information may also be provided to us by various third-party source which may include your legal guardian, current or former schools, college or university, apprenticeship and course providers, current and future employers and placement providers, UCAS, student loan companies, career services and other institutions involved in joint programmes.

Your information may be shared with us by the Police, Social Care, Health, Youth Offending Team and sometimes voluntary agencies where there is a safeguarding concern or in relation to Public Protection.

Enrolment We will ask to see your identification data to ensure we have your correct details and can verify your identify before we accept you on a course. Where required we may ask to see your ID documents. We may take copies for proof / auditing purposes where necessary.

By collecting this personal data enables us to comply with our various legal and contractual obligations and conduct our core education provider and business activities for example, but not limited to:

- Administration with courses, education and training services we provide you with and facilitate student learner agreement and course progression
- To enable us to work in partnership and share necessary information with professional advisers, employers, partner agencies, voluntary initiatives, attendance details and progress updates
- To enable us to speak to parent/carers/legal guardians and next of kin as necessary
- To enable us to collect and make payments in relation to course, education and training services, expenses, provision of goods and library fines
- To enable us to record your destination upon leaving the College, for example education elsewhere or employment
- To enable us to deal with student finance administration, funding agreements, financial assistance and bursary applications and student accommodation
- To help us identify vulnerable learners and learners who may benefit from additional support
- To enable use at the request of the student to confirm student details to third parties such as course details, enrolment dates, eligibility to benefits and financial status eg. Council Tax reduction for full time student or NUS membership etc
- To enable us to provide mandatory training and voluntary training where necessary
- To perform checks in connection with enrolment onto course and training which may include obtaining references, details about prior professional qualifications and academic checks, DBS checks, criminal office and conviction data from police, visas, right to work in the UK, driver checks
- To enable us to fulfil our obligations in relation to the provision of Special Education Needs support for example, participating in Educational Health Care Plans and meetings, providing additional Learner Support and carrying out risk assessments in connection with any needs under the Equality Act 2010
- To provide a safe and secure place of study and workplace through Health and Safety, safeguarding services and Additional Learning Support
- To enable us to carry out safeguarding risk assessment for applicants and current students
- To take photographs for the purpose of providing a Student ID card
- To record entry and exit to our buildings/campuses
- To use CCTV recording and photographic images for safety and security purposes
- To assist in the detection, investigation and prevention of crime
- To comply with our Data Subject Access Requests and Individuals' Rights of obligations under the UK GDPR
- To produce exam and achievement certificates, exam timetables and the registration and administration of exams, academic qualifications, awards and accreditations
- In connection with student and/or employee complaints, disputes, grievance, disciplinary and malpractice investigations
- To assist with outreach and widening participation initiatives
- Statistical and research purposes
 - Monitor equality and diversity
 - Inform the development of student and apprentice recruitment and retention policies

- Collate data collection/statistical returns to other funding bodies
- Validating/awarding bodies and partnership agreements
- To enable us to share personal data where required with the ESFA, DfE and partner organisations
- Administration for example to enable the Learning Records Service (LRS) to issue you with a Unique Learner Number (ULN)
- Submission of Individual Learner Plans (ILPs)

Our lawful basis for using this data

We only collect and use personal information about you when the law allows us to. Most commonly, we use it where we need to:

- Comply with a legal obligation
- Comply with a contractual obligation
- Carry out a task in the public interest
- We may also use personal information about you where:
 - You have given us consent to use it in a certain way
 - We need to protect your vital interests (or someone else's interests)
 - We have legitimate interests in processing the data

The purpose of processing this data is to enable Bridgwater & Taunton College to:

- Establish and maintain governance
- Meet statutory obligations
- Facilitate a safe environment and as part of our safeguarding obligations
- Undertake equality and diversity monitoring
- Ensure that appropriate access arrangements can be provided for those who require them

Where you have provided your consent to use your data, you may withdraw this consent at any time. However, this may need to be reviewed on a case-by-case basis. For example, your consent to use your photo in a publication may not be removed immediately.

How we store and how long we keep your personal information

We are required to retain some information in accordance with statutory retention guidelines, for example, Health and Safety records and financial records. Personal data is stored and retained in accordance with our [Data Retention and Disposal Policy](#).

We maintain files to store personal information about our students and apprentices. The information contained in these files is kept secure and is only used for purposes directly relevant to your work with Bridgwater & Taunton College.

When your course or apprenticeship has ended, we will retain and dispose of your personal information in accordance with our [Data Retention and Disposal Policy](#).

Please note: Students are required to regularly delete unnecessary emails from their inbox(es), sent items and deleted items folder and college network drive folders. Hard copy documents containing personal data should be disposed of securely. There are confidential waste bins available for this purpose.

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes whilst you are studying with us or are on an apprenticeship or work placement organised by us. To make any changes to your data, please contact MIshelpdesk@btc.ac.uk

Use of Text, College and Personal Email Addresses

To enable us to comply with our data protection responsibilities, our main form of communication for Bridgwater and Taunton College (BTC) students will be through their BTC issued college email address. This is to ensure that we can effectively manage the security of those communications and ensure that storage is in line with our retention schedule.

Personal emails and text messages via individual or targeted group messages will be used for general information messages and other specific purposes where we have a legitimate basis for doing so for example marketing, course progression, exam information, course enrolment and chasing outstanding debts or overdue payments from students who are no longer registered at the college.

It is therefore extremely important that students and apprentices log into their college accounts and student portal regularly so that they do not miss any important information about their course or apprenticeship. Students are also strongly advised to delete emails from their email accounts on a regular basis as well as sent and deleted items. Students are advised not to use their email accounts auto-forward feature to forward any emails to your own personal email account.

Who we share student information with and why

We do not share information about you with any third party without your consent unless the law and our policies allow us to do so. To enable us to comply with our legal and contractual obligations, we may at times need to share some of your personal information (and in some instances special categories of data) within and outside the organisation as follows:

- **Parent/Carer/Legal Guardian** or other family member or associate or representative a student or apprentice chooses to nominate as a contact or emergency contact. If you are under 18, we will share details of your education with those who have parental responsibility for you unless you notify us of a valid reason why we should not do this or we have been advised by our safeguarding team, social services or other official agency of a reason not to do so. The details will include behaviour, attendance, academic progress, learner support, wellbeing and other details required to keep you safe whilst you attend college.
- **Please note:** We will not discuss the application process with anyone other than the prospective student or apprentice unless you have given us consent to do so or, you are below the legal school leaving age or you are of an age that requires parental consent. This means that without consent we cannot discuss the application status, offers, interview details etc. with Parents/Carers/Legal Guardians or other family members or associates or representatives unless the student or apprentice applicant has requested this during the application process or the prospective student or apprentice is of legal school age and there is a data sharing agreement in place with the local authority or other agency or body
- **Employers** – where an employer is paying your course fees, or where you are undertaking an apprenticeship / work experience or internship we will share some personal data with your employer including your attendance at college and your progress on your course
- **Local and Combined Authorities/Social Care Teams/Virtual Schools**
- Local **Safeguarding** Boards, Local Authority Designated Officer, Police, Social Care, Health, Youth Offending Team and sometimes voluntary agencies for child protection and safeguarding purposes or in relation to Public Protection
- **Police and enforcement agencies** – to assist in the detection, investigation and prevention of crime this includes the Courts and Coroner Service, please note that we will provide where requested student names, addresses, contact details, next of kin or parent/carer/legal guardian details and confirmation of attendance as part of routine

police enquiries or as part of our onsite college police liaison agreement. Any details other than these will only be provided on receipt of a signed police/enforcing body Disclosure Request unless the urgency of the incident requires immediate disclosure

- **Professional advisers, partner and support agency** representatives and other career services, social workers and medical professionals, voluntary and charitable organisations and in connection with other programmes and initiatives
- **Trade, employers, education institutions** and professional organisations in connection with reference requests and sharing of information in relation to courses funded by employers, placements, work experience, career opportunities and outreach and widening participation initiatives
- To enable us to move you to another education provider in the event of a change of Contracted or Sub-Contracted education provider
- **External agencies** (depending on the course you are studying) who help to deliver the course such as Avon and Somerset Police/ Fire and Rescue for 999 Academy
- **Within the organisation** to help us provide support to vulnerable learners and those who may benefit from additional support. Also where necessary to enable us to meet statutory and funding requirements
- **UCAS** in the sharing of admissions data before and during the admissions and enrolment process, [UCAS website](#) provides further detail on how personal data is used.
- **HESA** (Higher Education Statistics Agency), part of JISC, and the designated data body for the OFS for equality monitoring and statistical purposes. To learn more on how this is used, please see the [HESA Collection Notices](#).
- **OFS** (Office for Students) the higher education regulator for England who we share personal data with for regulatory services. For further information on how the OFS may use your data please visit the [OFS website](#). We will also share your data so that you can be invited to participate in surveys commissioned by the Office for Students, or other government departments, which may be carried out by contractors on their behalf. For information about opting out of the National Student Survey visit <https://www.thestudentsurvey.com/privacy-policy/>
- **SLC** (Student Loans Company) We share data with organisations that provide funding and fee payments, for example: [SLC, SFE - Student Finance England](#) and sponsor and employer organisations.
- **Exam details** - sharing of exam timetables and other relevant information internally and with students and others at the student's request. If you move on from the college, we may also share your exam arrangements with your new place of study in order to make sure you receive the necessary arrangements.
- **Emergency services** in the event of an emergency
- **Health and Safety Executive** – to report accident information/investigation purposes
- **Current school** – if you are a link student, we will work closely with your current school to provide wellbeing, safeguarding and additional learning
- **Previous school** – we will provide details of your destination to your previous school to promote the College and your educational progression route
- Educators, **examining bodies**, other validating and awarding bodies in connection with registration, administration and moderation in relation to examination and awarding qualifications, awards and accreditations
- As an examination centre, we must provide **candidate personal data** (name, date of birth, gender) to the awarding bodies for the purpose of examining and awarding qualifications, and that such personal data, together with the examination results and outcomes of any reviews of marking, reviews of moderation and appeals may be shared within Bridgwater & Taunton College
- External education/training and travel providers for booking and administration purposes
- **Student Union** for the purposes of administering Student Union Membership and

access to Student Union services

- **Suppliers and third-party data processors** to enable them to provide the service we have contracted them for e.g. College systems/ student portals/Microsoft Outlook/365 for payments/login details/course resources and file storage
- **Third parties** at your request for confirming your student status, course details and other details as required e.g. financial status
- **Disclosure and Barring Service** – to obtain a DBS check to check for criminal convictions and offences (certain courses and placements require DBS checks to be carried out before we can place you with certain employers for apprenticeships or placements)
- In connection with **DSAR** (Data Subject Access Requests) for example information which may be contained within emails, documents, systems, paper and electronic records/filing systems and other forms of media, this may include email address(es), contact details and the disclosure of information of which you were the author or to which you have contributed. This includes deleted and archived personal information which is still accessible
- **Information Commissioner's Office** (ICO) (complaints/breaches investigations)
- **Internal and External Auditors** (e.g. financial accountants/HMI Inspectors)
- Education, government departments and agencies for audits, reviews, to comply with legal, funding and data collection requirements for example research/analysis/statistics/ equality & diversity, benchmarking purposes for example
 - Office for National Statistics
 - Office for Students (OfS)
 - Higher Education Statistics Agency
 - Department for Work and Pensions
 - Education Skills and Funding Agency (ESFA). The ESFA will share this information with the following organisations:
 - Office for Standards in Education (Ofsted)
 - Institute for Apprenticeships
 - Individual Learning Plan (ILP)
 - National Careers Services

The EFSA, ESF and other key service departments may wish to contact you directly about courses or learning opportunities and for survey and research purposes. We will ask you to confirm your acceptance to this during the enrolment process, you can withdraw your consent at any time through the HE Student Registrar Services or FE Student Registry. Further information is available through www.gov.uk/government/publications/esfprivacy-notice

How to access the personal information we hold about you

Individuals have a right to make a [Data Subject Access Request](#) to gain access to your personal information we hold on you. For more information on how to make a request, please contact the Data Protection Officer by emailing dpo@btc.ac.uk

Social Media

Students should take care when posting personal information on Bridgwater & Taunton College social media platforms including Twitter and Facebook as posts can be shared publicly and the College have no controls over your personal data.

Use of your personal information for marketing purposes

When you have given us consent to do so, we may send your marketing information your personal email and/or college email account promoting events, campaigns and services that may be of interest to you. You can 'opt out' of receiving these messages at any time by clicking the 'unsubscribe' link at the bottom of such communication.

Your rights

Under the GDPR legislation, you have rights in relation your personal information:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

Please be aware that exemption may apply when making a request to exercise your rights, for example where we must retain or process some information for legal purposes. For more information visit www.ico.org.uk/your-data-matters

Concerns

We take your concerns and any complaints about the collection and use of your personal information very seriously. If you wish to query anything within this privacy notice, or think that your collection or use of personal data is unfair, misleading or inappropriate, please raise this with us in the first instance by emailing dpo@btc.ac.uk Alternatively, you can make a complaint to the Information Commissioner's Office online at www.ico.org.uk/concerns or call 0303 123 1113.