

This privacy notice sets out how Heart of Yorkshire Education Group (the “College”) uses and protects the personal information of its students.

- Admissions and Administration
- Finance
- Teaching
- Marketing and Alumni

## Admissions and Administration

- The information that you give us;
- the uses made of your personal information;
- 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; and
- how we transfer your personal information outside Europe.

## THE INFORMATION THAT YOU GIVE US

As part of your admission to the College we may process your personal details including: name, address, address history, household situation, phone number, date of birth, sex, email address, nationality, residency status, ethnicity, previous qualifications, exam/test results, employment status, any benefits you receive, health information, special needs details, photograph.

We may also ask for details of any unspent criminal convictions, but only if they are relevant to your course or area of study. For example, we wouldn't need to know about motoring offences if you were studying an English course.

Your image may be captured by CCTV while on College premises.

## **THE USES MADE OF YOUR PERSONAL INFORMATION**

We will use your information to manage and administer your education. This will include putting together class lists, for sending event invitations, for communicating with you, for dealing with admissions, for putting together reports and registers, to allocate you to the correct classes for assessments, to make arrangements for exams or visits, to consider whether to offer places to students, to consider whether special provision or assistance is required for exams and visits and to be able to tell other colleges your attendance dates if you leave. We may also provide your information to government agencies in relation to the creation of statistical information.

We also analyse your information to help us build statistics to monitor our provision, and how we can improve the service we provide to you.

The College may capture your image on CCTV for security purposes, disciplinary matters and to protect the safety of staff, students and visitors to the College.

## **THE LEGAL BASIS ON WHICH WE COLLECT AND USE YOUR PERSONAL INFORMATION**

Generally, the information is processed as part of our public interest task of providing education to you.

Where that information is special category personal information (e.g. medical information) we will process it because there is a substantial public interest for us to do so.

We collect personal data via CCTV because of our legitimate interest to keep the College secure, its staff, students and visitors safe and to provide necessary information in relation to disciplinary matters.

## **HOW LONG WE KEEP YOUR PERSONAL INFORMATION**

The majority of your personal information will be stored for at least 10 years until it is no longer required. Records of relevant criminal convictions will only be kept while you are a student with us.

For further details on how long we keep your personal information, please see our retention schedule.

## **HOW WE SHARE YOUR PERSONAL INFORMATION**

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes.

Organisation / type of organisation: Government departments

Purpose: To meet our statutory responsibilities, create and maintain a unique learner number (ULN) and a personal learning record (PLR).

The College may share your information with the Higher Education Statistics Agency whose privacy notice can be found here: <https://www.hesa.ac.uk/about/website/privacy>

We may also share your personal information with third parties who provide services to the College.

Organisation / type of organisation: Auditors

Service: To execute internal audit of procedures and data to ensure compliance with funding regulations

Organisation / type of organisation: University of Hull, Leeds Beckett University, University of Huddersfield

Service: To provide validation of Higher Education courses

Organisation / type of organisation: Awarding bodies including TQUK (a link to the privacy notice of which can be found here: <https://www.tquk.org/privacy-policy/>) Service: To accredit qualifications delivered by the College

Organisation / type of organisation: Ede & Ravenscroft

Service: To provide ticketing and gowning services for HE graduation ceremonies

Organisation / type of organisation: Survey providers

Service: To collect destination and progression information

Organisation / type of organisation: Local authorities and relevant funding bodies

Purpose: As part of our obligations under certain funding agreements. This is necessary to deliver the relevant courses, monitor outcomes, and comply with funding and audit requirements. Our lawful basis for this processing is the performance of a public task and/or compliance with a legal obligation.

**HOW WE TRANSFER YOUR PERSONAL INFORMATION OUTSIDE EUROPE** We do not store or transfer your personal data outside Europe.

## Finance

- The information that you give us;
- the uses made of your personal information;
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- how long we keep your personal information;

- how we share your personal information; and
- how we transfer your personal information outside Europe.

## THE INFORMATION THAT YOU GIVE US

In order to manage the financial affairs of the College we collect and hold the following information about you: payments, and bank details if you're paying by direct debit.

## THE USES MADE OF YOUR PERSONAL INFORMATION

We will use your information to ensure your place is appropriately funded, and to pay/receive payment from you.

## THE LEGAL BASIS ON WHICH WE COLLECT AND USE YOUR PERSONAL INFORMATION

Generally, the information is processed as part of our public interest task of providing education to you.

In instances where you have entered into a private arrangement for training with the College, these details will be processed as a contractual obligation covering that training.

## HOW LONG WE KEEP YOUR PERSONAL INFORMATION

Most financial records are kept for 6 years after the current financial year. In some cases, we may need to keep records indefinitely.

For further details on how long we keep your personal information, please see our retention schedule.

## HOW WE SHARE YOUR PERSONAL INFORMATION

We may share your personal information with third parties who provide services to the College.

Organisation / type of organisation: Bottomline Technologies Inc.

Service: Processing of direct debit instructions

Organisation / type of organisation: Controlaccount PLC. Service: Collection and processing of debt recovery.

Where relevant, your data may also be shared with Paymystudent in relation to bursary payments and Wisepay which provides a secure payment method for, e.g. College trips.

## HOW WE TRANSFER YOUR PERSONAL INFORMATION OUTSIDE EUROPE

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# Teaching

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## THE INFORMATION THAT YOU GIVE US

As part of the delivery of our courses to you, our staff will collect the work that you create as well as your attendance in class and behaviour. When you use the College's IT systems, we will process the data you input. We may process data relating to your use of College resources, e.g. your library borrowing record.

## THE USES MADE OF YOUR PERSONAL INFORMATION

We will use your information for the purposes of teaching you and measuring your achievements.

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 to make sure you are using our computer equipment correctly and that you are not looking at any inappropriate content.

## THE LEGAL BASIS ON WHICH WE COLLECT AND USE YOUR PERSONAL INFORMATION.

Generally, the information is processed as part of our public interest task of providing education to you.

We will use information on your behaviour and IT usage under our legal obligation to ensure safeguarding for both staff and students.

## HOW LONG WE KEEP YOUR PERSONAL INFORMATION

The majority of your personal information will be stored for at least 10 years until it is no longer required.

Records of your IT usage history will be kept for 2 academic years in line with our data storage and backup policies.

For further details on how long we keep your personal information, view our retention schedule.

## HOW WE SHARE YOUR PERSONAL INFORMATION

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes.

Organisation / type of organisation: Awarding Bodies

Purpose: To accredit qualifications delivered by the College

## HOW WE TRANSFER YOUR PERSONAL INFORMATION OUTSIDE EUROPE

We do not store or transfer your personal data outside Europe.

# Marketing and Alumni

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## THE INFORMATION THAT YOU GIVE US

For marketing purposes we collect: Names, addresses, dates of birth, email addresses, and areas of interest.

To maintain our Alumni network, we collect and hold the following information about you: Name, address, date of birth and educational history.

## THE USES MADE OF YOUR PERSONAL INFORMATION

We will use your information to manage and administer our marketing and Alumni networks. This may include college update newsletters and details of any upcoming courses or events which we think may be of interest to you.

## THE LEGAL BASIS ON WHICH WE COLLECT AND USE YOUR PERSONAL INFORMATION

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 business interests. 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 (by way of an unsubscribe option).

Any other marketing we carry out will be on the basis of consent.

## HOW LONG WE KEEP YOUR PERSONAL INFORMATION

We will keep your personal information until you are no longer a student and have asked us not to keep you up to date with courses and events.

## HOW WE SHARE YOUR PERSONAL INFORMATION

Organisation / type of organisation: Campaign Monitor

Service: Delivery of email marketing campaigns

Organisation / type of organisation: PlatinumHPL

Service: Print and delivery of physical marketing campaigns

## HOW WE TRANSFER YOUR PERSONAL INFORMATION OUTSIDE EUROPE

Campaign Monitor has servers in the US, Australia and Germany, they follow a suite of security guidelines with supporting procedures, which have been aligned with the ISO 27001 standard. They also use the NIST Cyber Security Framework to measure their ability to identify, protect, detect, respond and recover from security events, along with EU Standard Contractual Clauses.

## Your rights over your personal information

You have a number of rights over your personal information, which are:

- 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/>).
- 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.
- 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.

## Changes to our privacy policy

We keep our privacy policy under regular review. Any changes we make to our privacy policy in the future will be notified to you by email.