

Student Information Privacy Notice

The College is here to help you improve your skills and knowledge to get you ready for next step in your life. To make this happen, we have to collect some of your personal information.

Parents and guardians will also want to know that personal information is handled properly by the College.

Whatever stage you are up to in your relationship with the College we want to make sure you know how your personal information will be used. This includes:

- Whether you are just interested in a course and want to know more,
- Or of if you are applying for a course,
- Or are currently on a course or doing an apprenticeship,

This Student Privacy Notice should be given to you, or an internet link to it provided to you (www.suffolk.ac.uk/privacy) whenever you are asked for personal information by the College.

1. What is 'personal information'?

'Personal information' means any information which is about you.

2. Who will handle my personal information?

Suffolk New College (www.suffolk.ac.uk) will handle your information. The person at the College who is in charge overall of how information is used is Mary Gleave the Associate Principal.

3. What personal information will need to be collected from me?

- Your name and where you live, and how to contact you
- Your nearest relatives, for example your Parents or Guardians
- Your education - including exam results
- Your previous behaviour
- What subjects or jobs you are interested in
- We might also need to know your home or parent's income if you require financial support
- If you have a serious medical condition or a disability
- Your ethnic group
- Information about services and facilities that you use whilst at the College, like email, internet access, online learning, ID cards, printing, the library.

Note: Personal Information that comes from other places

Sometimes we will get information about you from other places and organisations. This could be your old school or place of study or the local government and social / health support services. They only give us information if we have a proper agreement in place which follows the law.

4. Why does the College need this information?

These are the ways that we use the information that you give us:

- 1) If you are interested in a course or to ask us a question, we will need to contact or talk to you to give you a reply.
- 2) When you apply, the College needs this information to help us put you on the right course.
- 3) We need to make sure you and other students are safe and have the best experience at the College.
- 4) We need to track and record your learning activities, attendance, marks and assessments, and other things linked to your learning and skills improvement.
- 5) We also need to make sure that all students, whatever their ethnic group, have the same chance of success, and that no one is discriminated against.
- 6) The College needs to record information about all students and how they do, to help us check ourselves and make changes to our ways of working, to help more students achieve in the future.
- 7) The government and examination boards ask the College to send them information about you to make sure we can get funding to help pay for your course and have you entered for any exams you will need to do.
- 8) If your course involves trips, we will need information to make bookings and arrange access to places which have security rules or need to register any visitors they have.
- 9) The College also needs to follow the law – for example we must do credit cards checks for anyone paying for a course.
- 10) If you apply for a bursary, we will need information about your money and family income to help us work out what support you can be given.
- 11) Information on medical issues and disabilities are important, so the College is aware of any dangers or risks to your health or safety. It can also help us get funding from the government to provide you with more support.
- 12) If something serious happens, we might need to share information with the Police or the Emergency services to protect you and other students and staff at the College.
- 13) We also collect information to help plan activities, clubs, teams and events at the College which students will find enjoyable and interesting so we can improve the student experience.
- 14) We will also need to use your personal information to help us monitor and control the services you use at the College to make sure you are following our rules and that the services are working correctly.

5. What legal reason does the College have to collect this information?

1) When you are looking for options and enquiring about the College:

We will use your permission (consent) to handle your information.

2) When you are applying for a course at the College:

When you are applying, we have an interest in this information because without it we would not be able to continue with your application. This is called having a 'legitimate interest'.

If you tell us that you don't want us to use your information any more, then we will have to stop your application.

3) When you are enrolled on a course at the College:

When you become a student at the College, you will need to sign a Learning Agreement, which means that the College will agree to provide you with access to a course in return for you agreeing to do some things like go to class, and complete your work on time.

Information we store and use about you during your time at the College will be needed for this agreement to work, just like a contract.

So our legal reason to use this information will be a 'contract'.

4) When you have left the College:

Some key information about you will be stored at the College after you leave. This will be about who you are, what you studied, your grades, your ethnic groups and other information about the support you needed at the College.

This will be stored so that the College can keep a record of how we help Ipswich and Suffolk over the years to improve the number of people with skills and qualifications. It will also help us make improvements and plan for future courses.

We also need to show how well we are using government funding to support students and the local community. This is called the 'public interest'.

Sometimes, people who studies at the College before need us to give them a record of the qualification they got – for example, if they lost a certificate.

These are all 'legitimate interests' so this is our legal reason for holding onto some of your personal information.

We also have to hold onto payment information to follow the law for up to 7 years.

6. Who will my personal information be shared with?

- Your information will be used inside the College by support staff and tutors to do all of the jobs linked to you and your course.

- We might also need to share your personal information with the government, exam boards, universities and other organisations, and in some cases the Police and Emergency Service
- Your old school or where you studied before might need your personal information so that they can prove to the government that you stayed in education or training until you reached the age of 19.
- The College also provides information to organisations, companies and charities that we work with to provide services to support you in your learning, or to provide you with a service at the College like cashless payment cards for food or free meals.
- If your course involves a trip abroad or a visit to another location/event, we might need to share personal information so we can make a travel booking or to allow that location/event to do a security check.
- When you are under the age of 18 at the start of an academic year, some of your personal information will be shared with your Parents or Guardians for that full year.

When you are 18, then they will no longer have access to this information from the start of the next academic year.

7. References

If you apply for a job you might be asked for an 'Employer Reference' or need to provide names of people who can be asked to give a 'Character Reference' as part of your application.

Also, you might be asked to prove where you studied and what qualifications you have.

For proof of study (which we treat as being an 'Employer Reference'):

You must contact the College on this email address (studentsupport@suffolk.ac.uk) to let us know that a reference is needed and who by. Once we know a reference is required, if the College is contacted by that company, person or recruitment agency, we will ONLY provide two bits of information:

- 1) When you were a student – we will provide you start and end dates
- 2) What you studied and what qualifications you received

If you don't let us know that a reference request might be sent to us, **we cannot guarantee that we will provide the reference**, because we will need to do more checks to make sure that the request is genuine. If we cannot make sure that the request is genuine, we won't respond.

For a 'character reference':

The College will not provide personal character references. You may choose to give the name of your tutor(s), but if they respond then it will be as a personal reference - where they are saying what their views about you are - and will not be an official College statement.

8. What rights do I have about my personal information?

- You have the right to know what personal information will be used, how, who will access it, and how long we will hold onto it for. You should be told or given information about this when the information is collected.
- You have the right to ask to see your personal information that the College has and the College will have 30 days to get back to you with a response.
- You also have the right to ask us to correct any wrong or incorrect personal information we hold about you.
- You can also ask us to erase your personal information if it is no longer required for any reason that the College has for holding onto that information.
- You can ask for an copy of your information as a computer file like Word or Excel.
- You can ask us to stop doing something with your information or stop using it for a particular reason or purpose that matters to you.
- You have the right to know if any decisions are made about you using computer software. If this is happening, then you have the right to ask that the decision or result given by the computer is checked by someone.

You should know that the College does have software that can 'guess' your future qualification grade, but we always have that grade reviewed by a tutor or another person.

One thing to remember though is that the above rights might not be available to you in all situations.

The College will always explain why a request or right cannot be given to you in each case, and will make sure that each situation is checked before actions are taken.

For example:

- If you are a current student and want to complete, then we cannot erase your data because if we do, you could no longer study at the College.
- Sometimes, if we stop a process that uses your personal information, you may not get funding or support from the College or some other government department, so we would let you know if this might be the result of stopping a process.
- If you ask for information about an issue or incident at the College which involves other people or other students, we might not be able to hand over that information because it might put those people at risk, or reveal their personal information.

- If you do an exam, and want to know your results, then we might refuse to give you the results until the date set for the results to come out by the exam board.
- Sometimes, it might not be possible to give you a copy of electronic information if the software or service we use prevents or makes it very hard to extract this information – we will instead make reasonable efforts to do what we can.

9. How long is my information kept?

1) **When you are looking for options and enquiring about the College:**

We will hold onto your information for one year, even if you don't follow through by applying for a course.

2) **When you are applying for a course at the College:**

We will hold onto your information for one year, even if you don't follow through by enrolling for a course.

3) **When you are enrolled on a course at the College:**

We will hold onto your personal information and collect new information for as long as you are on the course.

4) **When you have left the College:**

We will hold onto some personal information forever or for 7 years because of the reasons that have been explained before.

The College has a full list of every sort of information we use, and how long we keep each one for. You can ask for a copy of this list.

10. Who can I contact if I have any queries about the information held?

Each service point will have a manager or supervisor who can be queried.

Alternatively, you can also contact the College's Designated Data Controller via this email address dataprotection@suffolk.ac.uk

11. Will my data be transferred outside of the EEA (European Economic Area)?

The College does not in the normal course of operation transfer data outside of the EEA, although where we make use of cloud services such as Microsoft or Google, we ensure that the companies involved provide GDPR compliance contract clauses or [follow](#) equivalent standards. The College will follow government guidelines as regulations change following the end of UK membership of the EU and its impact on Data Protection regulation.

12. Will my data be subjected to automated decision-making?

The College does not currently rely on any automated decision-making on personal data that affects learning or personnel outcomes. The result of any automatic processing of this type of data is only used to inform human decision-making.

This includes reviewing performance, absence, examinations and assessments, etc.

However, we are required to perform automated checking of certain activities for security/safeguarding and acceptable use purposes, such as internet surfing and scanning email to protect the College and its users from unsuitable or illegal content and computer malware and viruses.

In these circumstances, as speed is critical, the automated action of the security/scanning software is accepted. However, appeals can be made to IT Services to unblock websites or create exceptions if there are legitimate reasons approved by senior management.

13. What if I want to withdraw my consent?

In the limited circumstances where the College uses your consent as the legal basis for collecting and processing data, you have the right to withdraw consent at any time. Please send an email requests/questions about consent to dataprotection@suffolk.ac.uk.

14. How do I complain?

If you are unhappy with how your information has been processed, please send an email to dataprotection@suffolk.ac.uk. We will process the complaint in accordance with the College's internal Complaints Procedure and direct your complaint onto the College's Designated Data Controller as necessary.

You can also refer to the UK Information Commissioners Office (ICO) for guidance and information about your Personal Data Protection rights and how to exercise them by following this link:

<https://ico.org.uk>