

## How we use your personal information

This policy sets out the basis on which any personal data we collect from you, or that you provide, will be processed by us. Tyne Coast College are the data controller responsible for the processing of your personal data, and will use the information you have given us in a number of ways. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

### What information do we need?

Information we will collect about you includes:

- ✓ Your contact details and personal characteristics (i.e. ethnic origin)
- ✓ Your employment status and that of your household
- ✓ Medical information we need to know to keep you safe
- ✓ Qualifications, examination and assessment results
- ✓ Academic progress and attendance records
- ✓ Support needs and other pastoral information
- ✓ What you do next once your course has finished

Where we need to collect personal data by law, or under the terms of our contract with you to provide your education or training and you fail to provide that data when requested, we may not be able to carry out our obligations as the course provider or offer you the full extent of services available to you as a student.

### Why we need your personal data?

We will collect and process your personal data in order to:

- ✓ Ensure you are safe
- ✓ Support and monitor your learning, progress and achievement
- ✓ Provide you with advice, guidance and pastoral support
- ✓ Analyse our performance
- ✓ Meet our legal obligations

### What are our lawful bases for processing your personal data?

- ✓ Performance of our contract (Learning Agreement) with you
- ✓ To meet our legal obligations under UK law (*for example, providing information to the Department for Education*)
- ✓ Where we have a legitimate interest to do so (*for example, processing applications to attend College*)
- ✓ Where you have provided us with consent to process data regarding your race, ethnic origin, or health
- ✓ Where you have provided us with consent to process your data for other purposes (*for example, marketing communications*)
- ✓ Protection of the vital interests of yourself, or another (*for example, medical emergencies*)

### Where do we store your data?

- ✓ The information we collect about you is used by our staff in the UK.

- ✓ Most of our data is stored in the UK; we keep some electronic data on servers located within the European Union.

### How long do we keep your data?

- ✓ We are required to keep some information for a set amount of time, mainly for legal reasons but also for other purposes such as being able to provide references and academic transcripts.
- ✓ If you would like to read our retention policy e-mail [data.protection@tynecoast.ac.uk](mailto:data.protection@tynecoast.ac.uk).

### Who will we share your information with?

- ✓ We are required by law to provide certain information about you to the Education and Skills Funding Agency (ESFA) and the Office for Students (OFS). Depending on how your course is funded we may also have to provide information to the European Social Fund (ESF).
- ✓ If you are under 19 years old (or under 25 with an EHCP) at the start of your course we will share information with nominated parents and/or guardians about your attendance, learning and progress.
- ✓ If your course fees are being paid by your employer/training agent or parent we will share information with them about your attendance, learning and progress. This includes employers & training agents who are based outside of the European Union.
- ✓ If you are an apprentice, we will share information about your attendance, learning and progress with your employer.
- ✓ If you take part in a work placement/work experience activity, we will share information with the placement provider that we need to do so to keep you safe, this may include contact information, relevant medical information and other health & safety information.
- ✓ We may share information about you with certain other organisations, or get information about you from them, including: Local authorities, Department for Education, Department of Work and Pensions, HM Revenue & Customs (HMRC), Awarding bodies, Schools you have attended, Higher Education Institutions (i.e. Universities), Social Services, Ofsted, Police, UCAS, and sub-contractors employed by the College to deliver services on our behalf.
- ✓ We will not give information about you to anyone without your consent unless the law and our policies allow us to do so.

### Where we share your information outside of the UK

- ✓ For students enrolled on our international and collaborative programmes we will share your personal data with our relevant Partner Institution(s). Where Tyne Coast College and our Partner Institution are jointly providing this course, they will be Joint Controllers of your personal data. This may involve transferring your data outside the UK.
- ✓ Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:
  - Adequacy regulations - We will transfer your personal data to countries or territories that have been deemed to provide an adequate level of protection for personal data by UK Information Commissioner.
  - Standard data protection clauses – We will only transfer your personal data to organisations operating outside the UK with whom we have in place contracts incorporating standard data protection clauses.
  - Where a Partner Institution is based outside of the UK and neither of the above safeguards are available, we will only transfer personal data where it is contractually necessary for

the provision of your course/programme and we have entered into an appropriate data transfer agreement with the partner institution.

### What are your rights?

- ✓ You can request a copy of the data we hold about you at any time, commonly known as “data subject access request”.
- ✓ If you do not think the information we have about you is correct you can request to have this data corrected.
- ✓ You can ask us to delete or remove personal data that we hold about you where it is no longer necessary for the purposes which it was originally collected for, or you have successfully objected to our processing of that data.
- ✓ You can object to our processing of your data where our lawful basis to process is that we have a legitimate interest to process your data,
- ✓ You can object to our processing of your data for marketing purposes.
- ✓ You can ask us to suspend the processing of your data for one of the following reasons: you wish to check the data is accurate; you think we are processing the data unlawfully but do not want it erased; you need us to hold the data whilst you establish, exercise or defend a legal claim; you have objected to our use of your data and we are evaluating that objection.
- ✓ You can request that we transfer your personal data to you, or a third party. We will provide your data in a structured, commonly used, electronic format.
- ✓ Where we are processing data because you have given us consent to do so you can withdraw that consent at any time.
- ✓ If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer ([data.protection@tynecoast.ac.uk](mailto:data.protection@tynecoast.ac.uk)) who will investigate the matter.
- ✓ If you are not satisfied with our response, or think we are not using your information in accordance with the law you can complain to the Information Commissioner’s Office (ICO).

### Contacting you

- ✓ We will contact you about your attendance, learning, progress and assessment in respect of the courses you are studying as and when we need to
- ✓ If you are studying on a course where all, or part of the cost of your course is funded by the Education and Skills Funding Agency (ESFA) you may be contacted by us, or a company acting on our behalf, after you have finished to ask your opinions on your course, whether you have found employment, or are continuing in education.