

Privacy Notice about how we use your personal information

We are the data controller of personal information about you. We are: Shrewsbury College. Our address is:

Shrewsbury College,
Priory Road,
Shrewsbury,
Shropshire.
SY1 1RX

Our Data Protection Officer is Mark Brown, Vice Principal – Quality, Apprenticeships & Information. 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:

Shrewsbury College,
London Road,
Shrewsbury,
Shropshire.
SY2 6PR
dpo@shrewsbury.ac.uk
01743 653000

This privacy notice has been prepared in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018, as amended from time to time.

A Student at the College

As a Student at the College the following privacy information may be of interest to you.

Please note that on occasions we may process “special categories” of information about you. This information may include photographs and videos of you, your ethnic origin, health, or your trade union membership.

The information we collect about you

Admissions

As part of your admission to the College, we may collect your personal details including: your name, address, date of birth, email address, first and second language, National Insurance Number, work assessment data, dates of attendance, exam/test results, religion, ethnicity, health information, doctor’s details, behaviour record, gender, special needs details, former school, photo, and relevant criminal convictions.

To facilitate the process of interviewing applicants and providing online induction and enrolment events, the College uses online and video conferencing facilities, e.g. Microsoft Teams, which may include digital recording of both audio and video of applicants. If this takes place applicants will be made aware of the record. Applicants may choose not to be recorded by muting their audio and video connections. Recordings are stored and controlled by the College. The College does not share these recordings publicly.

Administration of Learning

As part of the Administration of Learning the College may collect your personal and educational details including: your name, address, email address, date of birth, exam results, attendance, union membership, sports team membership, photo, first and second language, work assessment data, dates of attendance, religion, ethnic origin, health records/conditions (inc. mental health), behaviour record, special needs details, gender data, intended destination, and actual destination.

Funding & Finance

In order to manage the financial affairs of the College we collect and hold the following information about you: funding information, bank details, contactless card information, details of benefits, and sponsor details.

Teaching

As part of the delivery of your programme, our staff will collect (e.g. for marking purposes), the work that you create as well as digital images and scans where appropriate. In addition, when you use the College IT, we will process the data you access and monitor the way you use the system, e.g. browsing history.

To facilitate the delivery of online and blending learning, the College uses online and video conferencing facilities, e.g. Microsoft Teams, which may include digital recording of both audio and video of students. If this takes place students will be made aware of the record. Students may choose not to be recorded by muting their audio and video connections. Recordings are stored and controlled by the College. The College does not share these recordings publicly.

Alumni

To maintain our Alumni network we collect and hold the following information about you: name, address, date of birth, and former school.

Marketing

For marketing purposes we collect: names, addresses, dates of birth, email addresses, former school information, year group, achievements, and destination.

The way we use your personal data

Admissions

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 check entrance exam results, 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.

To facilitate the process of interviewing applicants and providing online induction and enrolment events, the College uses online and video conferencing facilities, e.g. Microsoft Teams, which may include digital recording of both audio and video of applicants. Online interactions may be recorded and stored. If this takes place

applicants will be made aware of the record. Applicants may choose not to be recorded by muting their audio and video connections. Recordings are stored and controlled by the College. The College does not share these recordings publicly.

Administration of Learning

We will use your information to manage and administer your education. This will include information for marking registers, class lists, trip lists, communications, reports, providing cashless vending services, employer information (for example for apprentices and day release students) and to identify pupils who cannot be used for marketing photos.

Funding & Finance

We will use your information to ensure your place is appropriately funded by the Department for Education or by a sponsor. We also use this information to pay you or receive payment from you.

Teaching

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

To facilitate the delivery of online and blending learning, the College uses online and video conferencing facilities, e.g. Microsoft Teams, which can include digital recording of both audio and video of students. Online delivery may be recorded, stored, and made available to allow the class of students to review the lesson at a later date. If this takes place students will be made aware that the lesson is being recorded, students may choose not to be recorded by muting their audio and video connections. Recordings are stored and controlled by the College. The College does not share these recordings publicly.

Alumni

We will use your information to manage and administer our Alumni network. This will include: Newsletters, Invitations to Events, and updating you will points of interest regarding the College.

Marketing

We will use your information to: communicate with you regarding events and courses of interest, to measure progression and destinations, to promote the achievements of our students.

Safeguarding

We will use your information to provide safeguarding support to you through our contracted third-party Health Assured. This is to ensure you receive the best possible advice and support out-of-hours as well as during the college day.

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 this includes special category personal data (such as health or ethnicity), we process it where it is necessary for reasons of substantial public interest and in line with our obligations as an education provider.

Where we process information relating to criminal convictions or offences, this is done in accordance with our legal obligations and the requirements set out in Data Protection Laws.

Alumni information is processed on the basis of consent.

Where you have previously studied at the College or commenced an application process with us before, then we will send you Marketing 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 own unsubscribe).

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

The legal basis on which we process your safeguarding related information is in your vital interests, under the protocol of 'Information sharing: advice for practitioners providing safeguarding services'.

How long we keep your personal information

The College keeps personal data in line with its Data Retention Policy. This is typically, 6 academic years, including the academic year in which it was created.

There are some exceptions to this approach; these are highlighted below and detailed in the College Data Retention Policy.

Admissions

Details of unsuccessful applications are kept for 4 academic years, including academic year in which it was created.

Information related to criminal convictions is kept until the end of October in the academic year following departure from the College.

Recordings of applicants are stored until the end of the enrolment period, normally 30th September in the relevant academic year.

Administration of Learning

Information relating to adult students funded through Department for Education (DfE) funding arrangements must be retained in line with funding requirements. Where specific funding conditions apply, retention may be required until 31 December 2030

Funding & Finance

Information relating to adult students funded through Department for Education (DfE) funding arrangements must be retained in line with funding requirements and, for certain funded provision, until 31 December 2030.

Teaching

Information stored within our teaching support systems, e.g. ProMonitor, is kept for 4 academic years, including academic year in which it was created.

Student assignment submissions/work portfolios are kept for 3 academic years, including academic year in which it was created.

Recordings of live teaching activities including student images or voices are retained for the duration of the course and are available to students throughout.

Safeguarding

Safeguarding information about students will be kept for 6 years plus the academic year in which study is taking place.

How we share your personal information

Admissions/Administration of Learning/Funding & Finance/Teaching

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	Purpose
Local Authorities -16-19 year old students	To allow them to fulfil their public duty to monitor progression from school into further education
Schools -16-19 year old students	To allow them to fulfil their public duty to monitor progression from school into further education
Employers -Apprentices or Employer Sponsored students	To allow them to support the learning of their employees
Department for Education (DfE)	To allow them to fulfil their public duty to funding eligible students
Department for Work and Pensions (DWP)	To allow them to fulfil their public duty to funding eligible students
Other Colleges - DfE/DWP funded students	To allow us/them to fulfil our public duty to ensure learning is being funded appropriately
Learner Registration Service (LRS)	To allow them to fulfil their public duty to create and maintain a national database of student achievements
Awarding Organisations	To allow them to accredit your learning activities
Parents/Guardians -16-19 year old students	To allow them to support the learning of their son/daughter/young person

Organisation/Type of Organisation	Purpose
Trade Unions	To allow them to support the learning of their members
Alkemygold Ltd. (ALPS) https://alps-va.co.uk/privacy-hub/	To allow the College to benchmark Value Added Measures against other colleges
RCU Ltd. – MiDES https://mides.rcu.co.uk/privacy-policy	To allow the College to benchmark against other colleges
Nick Allen	To allow the College to benchmark against other sixth form colleges
Student Loans Company (SLC/HEP)	For administration of loans funding provided to you to cover your course fees.
Disclosure and Barring Service (DBS)	To carry out criminal record checks for safeguarding purposes

We may also process your personal information using third parties who provide services to the College.

Organisation/Type of Organisation	Purpose
Audit Firms	To facilitate our legal duty to maintain auditable records
HubSpot	Provider of mass email services
CIVICA PLC	Provider of student records and finance systems
Mobile Services	Providers of bulk texting solutions
Microsoft Office 365	Provider of student cloud-based email and software
Century	Provider of online diagnostic software
OneFile	Provider of cloud-based e-portfolio software
My Digital College Ltd (trading as Purlos)	Provider of admissions and enrolment support systems
Orbital Software Solutions Ltd (Strata)	To calculate qualification achievement rates

Organisation/Type of Organisation	Purpose
Systems supporting work experience: • Grofar • SpringPod • InvestIN • E-Safeguarding • NHS Volunteering	Provider of work experience services
Systems supporting progression to higher education: • Uni Frog • Medic Mentor Programme • Concord Scholarships • Higher Horizons+ • Zero Gravity	Provider of University progression services
Systems supporting enrichment activity: • Duke of Edinburgh • Holocaust Education Trust	Providers of enrichment activities

Alumni

We do not share your personal information with any other organisation for their own purposes. However, we may use trusted third-party processors to support our services such as HubSpot. Some large scale communications with the Alumni, e.g. Newsletters, are sent using this service. The only information transferred is your email address.

Marketing

We do not share your personal information with any other organisation for their own purposes. However, we may use trusted third-party processors to support our services such as HubSpot and Survey Monkey. Some large scale Marketing communications, e.g. Newsletters, are sent using these services. The only information transferred is your email address.

Safeguarding

Organisation/Type of Organisation	Purpose
Health Assured	To provide safeguarding support to students. Students will be asked to consent to sharing this information.

How we transfer your personal information outside UK

We do not routinely store your personal data outside the United Kingdom.

However, we do use some United States based providers as data processors; HubSpot, Survey Monkey, and Purlos. Some large scale communications with the student body, e.g. Newsletters, are sent using this service. The only information transferred is your email address. Where this occurs, we ensure appropriate safeguards are in place in accordance with Data Protection Laws.

Organisation: HubSpot

Service: Provider of bulk communication services.

Privacy Notice: <https://www.hubspot.com/data-privacy/gdpr>

Organisation: Survey Monkey

Service: Provider of surveying services.

Privacy Notice: <https://www.surveymonkey.com/mp/legal/privacy-policy/>

Organisation Type: Esendex

Privacy Notice: <https://www.esendex.co.uk/information-security-statement>

Service: Provider of bulk text services.

Organisation Type: My Digital College Ltd (trading as Purlos)

Privacy Notice: <https://www.purlos.com/privacy-policy/>

Service: Provider of admissions and enrolment support systems

Organisation: Event Brite

Service: Provider of event administration and bookings

Privacy Notice: <https://www.eventbrite.co.uk/help/en-gb/articles/460838/eventbrite-privacy-policy/>

Automated decisions we take about you

The College does not currently carry out automated decision-making that produces legal or similarly significant effects on students.

The College may use electronic systems, including data analysis tools, to monitor attendance, engagement and progress, and to help identify where additional support may be appropriate. This may involve analysing patterns and trends in student data.

These systems support staff decision-making but do not replace human judgement. Decisions that significantly affect students are not made solely by automated means.

Where information is used in this way, appropriate safeguards are in place, including human oversight. Students have the right to raise concerns and request review of decisions where appropriate.

Monitoring of your use of the college's computers

We will monitor 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, and 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. Monitoring is proportionate and subject to appropriate oversight and is not used as the sole basis for decisions that significantly affect individuals.

YOUR RIGHTS

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

- the right to raise any concerns with the college in the first instance about how we use 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/>);
- the right to ask us what personal information about you we are holding and to have access to a copy of your personal information, based on reasonable and proportionate searches;
- 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 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.

CHANGES TO OUR PRIVACY NOTICE

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