



Privacy notice for parents/carers

Under data protection law, individuals have a legal right to be informed about how the College uses any personal information that we hold about them. To comply with this, we provide a 'privacy notice' to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about students, and in some cases the parents/carers of those students. We, City College Norwich, are the 'data controller' for the purposes of data protection law. Our **Data Protection Officer** can be contacted at: data.protection@ccn.ac.uk.

The personal data we hold

We hold some personal information about students to make sure we can help them learn and look after them at College.

This information can include:

- Students' name, address and contact details
- Name and contact details of students' parents/carers
- Students' exam/test results
- Students' attendance records
- Details of any behaviour issues or exclusions
- Photographs
- CCTV images
- Students' Unique Learner Number by the Learning Records Service

We may also collect, store and use information about students that falls into "**special categories**" of more sensitive personal data. This includes information about (where applicable):

- Information relating to students' health where relevant to their learning needs, access and/or pastoral care
- Students' characteristics, like ethnic background or any special educational needs
- Any medical conditions individuals have

Why we use this data

We use this data to help run the College, including to:

- Get in touch with students and their parents/carers when we need to
- Check how students are doing in exams and work out whether they or their lecturers need any extra help
- Track how well the College is performing
- Look after students' wellbeing
- Provide services for students at the College

Our legal basis for using this data

We will only collect and use individuals' information when the law allows us to. Most often, we will use students and parents'/carers' information where:

- We need to comply with the law
- We need to use it to carry out a task in the public interest (in order to provide students with an education)

Sometimes, we may also use personal information where:

- Students, or their parents/carers, have given us permission to use it in a certain way
- We need to protect a student's interests (or someone else's interest)

Where we have obtained consent to use student or parent/carer data, the student or their parents/carers may withdraw this consent at any time. We will make this clear when we ask for consent and explain how to go about withdrawing that consent.

Some of the reasons listed above for collecting and using your information overlap, and there may be several grounds which mean we can use individuals' data.

Collecting this information

While in most cases students or parents/carers, must provide the personal information we need to collect, there are some occasions when individuals can choose whether or not to provide the data.

We will always tell you if it's optional. If you must provide the data, we will explain what might happen if you don't.

How we store this data

We will keep personal information about individuals while they are a student at our College. We may also keep it after they have left the College, where we are required to by law.

Our record retention schedule sets out how long we keep information about students.

A copy of the College's retention schedule can be made available on request to the **Data Protection Officer**.

Data sharing

We do not share personal information about students with anyone outside the College without permission from the student or their parents/carers, unless the law and our policies allow us to do so.

Where it is legally required, or necessary for another reason allowed under data protection law, we may share personal information about students with:

Local Authorities, the Department for Education (DfE) and other agencies – The College is required to pass on student personal data to Government Departments, Funding Agencies, the Learning Records Service, Ofsted, and the Local Authority as we are prescribed by law to do so.

The College also shares information with examination boards and awarding bodies. The College may share information on students' attendance and progress with parents (with access rights) and carers of students under 18 years of age.

Graduate Students of Higher Education

After Higher Education students graduate they may be contacted and asked to complete one or more surveys into the outcomes of higher education and their activities after graduation. These surveys are used to create statistics to meet the public interest in the outcomes of higher education. Information from third parties (such as parents, or the provider if in further study) might be used to complete sections of the surveys if you can't be contacted. Further information regarding this is available via the College student privacy notice.

Employers

As apprenticeships are an employer funded program, data regarding apprentices' attendance,

achievement and performance may be shared with their employer.

Health, wellbeing and crime prevention partnerships

We may share personal information about students with other organisations to support them and keep students safe, as follows:

- A range of providers of counselling and support services
- Norfolk Constabulary under the Safer Schools Partnership
- Youth Offending Team and Youth Inclusion Support Panel
- Multi-Agency Safeguarding Hub (Norfolk Children's Services, Norfolk Constabulary and NHS) for child protection and safeguarding

Norfolk participation in education team

We are legally required to pass on certain information about our students to Norfolk County Council, as it has legal responsibilities regarding the education or training of 13-19 year-olds.

This information enables it to provide youth support services, post-16 education and training services, and careers advisers.

External Suppliers and Contractors

We use a range of **external suppliers and contractors** to provide services to students at the College. These include IT software companies that may host personal information that enable staff, students and parents to access services, such as online payments and teaching resources. Written agreements are put in place to ensure adequate controls are in place to protect this data.

For the latest information on external suppliers please contact the **Data Protection Officer**.

Transferring data internationally

Where we share data with an organisation that is based outside the European Economic Area (EEA), we will protect students' data by following data protection law.

Your rights

How to access personal information we hold about students or parents/carers

Individuals can find out if we hold any personal information about them, and how we use it, by making a '**Subject Access Request**'.

If we do hold information about them, we will:

- Give them a description of it
- Tell them how we are holding and using it, and how long we will keep it for
- Explain where we got it from, if not from the student or their parents/carers
- Tell them who it has been, or will be, shared with
- Let them know if we are using their data to make any automated decisions (decisions being taken by a computer or machine, rather than by a person)

- Give them a copy of the information

Individuals may also ask us to send their personal information to another organisation electronically in certain circumstances.

If you want to make a request please contact our Data Protection Officer.

Other rights over individuals' data

Students have other rights over how their personal data is used and kept safe, including the right to:

- Say that they don't want it to be used if this would cause, or is causing, harm or distress
- Stop it being used to send them marketing materials
- Say that they don't want it used to make automated decisions (decisions made by a computer or machine, rather than by a person)
- Have it corrected, deleted or destroyed if it is wrong, or restrict our use of it
- Claim compensation if the data protection rules are broken and this harms them in some way

Complaints

We take any complaints about how we collect and use personal data very seriously, so please let us know if you think we've done something wrong.

You can make a complaint at any time by contacting our Data Protection Officer

You can also complain to the Information Commissioner's Office in one of the following ways:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF Wilmslow, Cheshire, SK9 5AF

Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our **Data Protection Officer** at: data.protection@ccn.ac.uk