

# PETROC

## PRIVACY NOTICE

This is the Privacy Notice for Petroc College and describes how we may use your personal information.

We are committed to respecting your privacy. This notice is to explain how we may use personal information we collect from:

- Visitors to the college's websites
- People who use or may use the college's services. This includes for example:
  - Individuals who undertake a course of study through the college
  - Parents/carers of students
  - Employers who purchase training from the college
  - Employers who take a student on work experience or placement
  - Employers who employ an Apprentice
  - Members of the college workforce
  - Individuals who are customers of the college's business operations, for example: The Taw and Exe Restaurants, The Fitness Centres, The Lifestyle Centre, The Hair & Beauty Academies, The Factory, Conferencing and Room Hire.
  - Individuals who are involved in college projects
- Individuals who request information from the college.

If you have any questions about this policy you can contact the College by phone, email or post by contacting

The Data Protection Officer at:

**Petroc College**  
Old Sticklepath Hill  
Sticklepath  
Barnstaple  
EX31 2BQ  
01271 345291

Email: [dpo@petroc.ac.uk](mailto:dpo@petroc.ac.uk).

The categories of the information that the college collects, holds and shares include, but is not limited to:

- Personal information (such as name, student number, address, date of birth, national insurance number)

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- Contact information (which may include phone number, email and postal address)
- Emergency and correspondence contact information (including relationship to student)
- Educational Information (including qualifications, predicted grades, learning support needs, attendance information – number of absences and reasons and individual achievements)
- Characteristics (such as gender and if the same as at birth, age, ethnicity, first language, nationality, country of birth, residency and free school meal eligibility)
- Financial information (bank details)
- Information about personal preferences and interests
- Company information (financial, staff, professional development records)
- Website usage data (including third party analytics).
- Staff contract information (start dates, hours worked, post, roles and salary information, annual leave entitlement, employment history and professional development).

### How we use this data

Your personal information will be used for purposes relating to education, training, employment, general advice services, well-being and research. The college may share non-sensitive personal information about you with other organisations as follows:

Most of the information is passed to Government agencies (including but not limited to the Education and Skills Funding Agency and Office for Students) to meet funding arrangements. Where necessary it is also shared with the Department for Education (DFE).

The information is used for the exercise of functions of these Government departments and to meet statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 including all subsequent updates. It is also used, in collaboration with the appropriate organisations, to create and maintain a unique learner number (ULN) and a Personal Learning Record (PLR).

These are used: :

- to process applications, enrolments and workforce development programmes and contracts
- for the college's own internal records so that it can provide you with a high-quality service
- to contact individuals in response to a specific enquiry
- to customise the college's services so they work better for individuals
- to contact individuals about services, products, offers and other things provided by the college which it thinks may be relevant.
- to contact individuals via email, telephone or mail for research purposes.

At no time will the college assume permission to use information that is provided for anything other than the reasons stated here.

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The information provided may be shared with other organisations for purposes of administration, the provision of career and other guidance and statistical and research purposes, relating to education, training, employment and safeguarding. This will only take place where the sharing is compliant with GDPR.

Individuals may be contacted after they have completed their programme of learning to establish whether they have entered employment or gone onto further training or education.

Individuals may be contacted by the European Social Fund (ESF) Managing Authority, or its agents, to carry out research and evaluation to inform the effectiveness of the programme. Information may be based to the ESF for this purpose.

Further information about use of and access to personal data, and details of organisations with whom the data is regularly shared are available at:

<https://www.gov.uk/government/publications/esfa-privacy-notice>

Petroc has identified that it meets a number of lawful basis for processing (as set out in Article 6 of the GDPR). In summary:

- For processing enquiries, applications and enrolments to the college the lawful basis is legitimate interest.
- For processing information relating to an individual's programme of study the lawful basis is legitimate interest and may also be linked to a contract.
- For gathering information about the destination of an individual once they have left the college the lawful basis is legitimate interest
- For contacting individuals who have completed a course at the college the lawful basis is consent.
- For processing information relating to an individual's employment the lawful basis is legitimate interest and may also be linked to a contract.
- For contacting customers of college facilities directly related to the services provided, the lawful basis is legitimate interest.
- For contacting individuals for marketing purposes, the lawful basis is consent.

## Security

The college will hold personal information securely. To prevent unauthorised disclosure or access to personal information, it has strong organisational and technical security safeguards.

If information is shared with another organisation it will ensure an Information Sharing Agreement is in place.

The college follows stringent procedures to ensure it processes all personal information in line with the GDPR.

## Information Sharing and Disclosure

The college does not sell or rent personal information.

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Information may by necessity be disclosed to appropriate staff members of Petroc and to government bodies.

Organisations that Petroc may share personal information with includes:

- Awarding bodies
- Department for Education
- Education and Skills Funding Agency
- Office for Students
- Employers
- HMRC
- Higher education institutions
- Local authorities
- Ofsted
- Department for Work and Pensions
- Pension Service
- Police
- Schools
- Social Care
- Sub-contractors
- UCAS
- Debt recovery agencies

Information may be shared with third parties if it is in connection with the service being provided to individuals. When the college does this it will always ensure an Information Sharing Agreement is in place.

If, as part of the entry requirements for a course or if an individual is applying for a job with Petroc, the college needs to take up a reference or obtain 'disclosure' from the Disclosure and Barring Service, it will inform you beforehand.

### Engaging with Parents

Parental consent is not required, however there may be exceptions in regards of students with severe learning difficulties, school link students and those who are otherwise unable to decide for themselves.

The college has found that it is very beneficial to the young person's progress as a student if the college is able to engage with the parents (or guardian/carer). Therefore, it is very important that we have the parents' details recorded on its systems.

When a student is in Further Education, parents/carers/guardians (or any other third party) are not automatically entitled to the student's information. The college can only release information about its students if it has their consent for this recorded on the college system.

Students are asked for their consent for sharing information with parents/carers/guardians when applying or when enrolling face-to-face. Students can also inform the college of who it can discuss information relating to their studies at any

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point via their departmental administration team. Students may also withdraw their consent at any time via the same route.

### Visitors to website

When someone visits [www.petroc.ac.uk](http://www.petroc.ac.uk) the college collects standard internet log information and visitor details of behaviour patterns. It does this to find out things such as the number of visitors to the different parts of the site. It collects the information in a way which does not identify anyone. If it does want to collect personally identifiable information through its website it will be up front about this and will make the purpose clear.

### Use of Cookies

A cookie is a small file placed on a computer's hard drive. It enables the college's website to identify a computer as an individual view's different pages on its website.

Cookies allow websites and applications to store preferences in order to present content, options or functions that are specific to individuals. They also enable the college to see information like how many people use the website and what pages they tend to visit.

All cookies used by this website are used in accordance with the current Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011.

Cookies do not provide the college with access to an individuals' computer or any information about them, other than that which they choose to share.

Individuals can use their web browser's cookie settings to determine how the college's website uses cookies. If an individual does not want the college website to store cookies on their computer or device they should set their web browser to refuse cookies.

However, please note that doing this may affect how the college's website functions. Some pages and services may become unavailable to the individual.

Unless an individual has changed their browser to refuse cookies, the college's website will issue cookies when it is visited.

Further information on how the college website uses cookies is available at <https://www.petroc.ac.uk/cookies/>

### Controlling Information about Individuals

When individuals fill in a form or provide their details on the college's website, there may be one or more tick boxes allowing them to:

- opt in to receive marketing communications from the college by email, telephone or post
- opt in to receive marketing from third party partners by email, telephone or post
- If individuals have agreed that the college can use their information for marketing purposes, individuals can change their mind easily, via one of these methods:
  - send an email to [dpo@petroc.ac.uk](mailto:dpo@petroc.ac.uk)

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- write to us – The Data Protection Officer, Petroc, North Devon Campus, Old Sticklepath Hill, Barnstaple, EX31 2BQ
- Logging on to MyPetroc and changing your profile notification preferences

Any individual can request that the college delete their personal data. This request for erasure can be made by emailing the Data Protection Officer at [dpo@petroc.ac.uk](mailto:dpo@petroc.ac.uk). Whilst the GDPR doesn't provide an absolute right to have your personal information deleted by an organisation (for example they do not need to delete personal information if they are obliged to keep it by law or have another legitimate reason to keep it) the college will review each request for erasure will be assessed on a case by case basis.

### Links From the college website

The college website may contain links to other websites. Please note that Petroc have no control of third-party websites outside of [www.petroc.ac.uk](http://www.petroc.ac.uk). If an individual provides information to a website to which the college links, it is not responsible for its protection and privacy. Individuals are advised to read the privacy policy or statement of other websites prior to using them.

### People who use the college services

The college hold the details individuals provide in order to deliver programmes of study, Apprenticeships, workforce development programmes and other services which meet specific needs.

It only uses these details to provide the service an individual has requested and for other closely related purposes. For example, it might use information about people who have enquired about a course to carry out a survey to find out if they are happy with the level of service they have received or it might use information about an employer offering a student work experience to contact them about a new Apprenticeship scheme or grant.

Information may by necessity be disclosed to appropriate staff members of Petroc and to government bodies such as the Education and Skills Funding Agency, Office for Students, Ofsted, the Department for Education and auditors or to local partners.

### People who use the college's business enterprises

If someone is a customer of a commercial service of the college e.g. The Taw or Exe Restaurant or the Lifestyle Centre, the information an individual provides to the college to enable them to deliver that service will only be held and used for that purpose or for other closely related purposes. Communications relating to services and offers can be stopped at any time.

### People who request information from Petroc

If an individual requests information from the college by letter, telephone, email, online or from a face to face meeting, the college will make a record of that enquiry and will use the information to provide the individual with a response. It will only use the information for these purposes and to provide a follow up service to ensure that it provided the individual with what they asked for.

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### Accessing Your Own Personal Information

Individuals have the right to ask for a copy of any of their personal information held by Petroc. They can make a 'subject access request' (SAR) under GDPR.

A copy of the SAR form is available directly from the Data Protection Officer at [dpo@petroc.ac.uk](mailto:dpo@petroc.ac.uk).

### Requests to delete personal data

One of the key principles which underpins the GDPR is the right of an individual to request the deletion or removal of personal data where there is no compelling reason for its continued processing. This is also known as the right to be forgotten.

Any requests from individuals to:

- have inaccurate personal data rectified (right to rectification),
- restrict or suppress of their personal data (right to restrict processing),
- obtain and reuse their personal data for their own purposes across different services (right to data portability),
- object to how their personal data is used

Should be made directly to the Data Protection Officer at [dpo@petroc.ac.uk](mailto:dpo@petroc.ac.uk).

### Enquiries, Issues and Complaints

If there are any questions about the colleges collection and use of personal data please contact the Data Protection Officer at [dpo@petroc.ac.uk](mailto:dpo@petroc.ac.uk). They are happy to provide additional information if it is required.

Should we be asking people in the first instance to go through the college complaint process before escalating to ICO?

If you have a concern about the way Petroc has handled or is handling your personal information, or you wish to make a complaint because we have not complied with our obligations, you can make a complaint to the Information Commissioners Office (ICO). You should raise your concerns within three months of your last meaningful contact with the college.

Details of how to do this are on the Information Commissioners Office website:

<https://ico.org.uk/for-the-public/raising-concerns/>

### Changes to This Privacy Notice

The college will keep this Privacy Notice under regular review and reserve the right to change it as necessary or if required by law and such alterations will be reflected in an updated notice on the college website.

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