



Privacy Notice for Students of Carmel College

Introduction

This privacy notice is intended to be read by prospective and current students, alumni and anyone listed as a permitted contact by a student including parents, guardians and carers. The term students is inclusive of all programmes of study offered by the college.

This privacy notice describes how we, Carmel College (the College), collect, use and protect your information. In this context we are called a Data Controller.

You should refer to this document for the full details of our privacy notice. To access this privacy notice in an alternative format please contact us via the contact details below.

About the College

Carmel College is a Catholic Sixth Form College consisting of one campus.

Our Data Protection Officer – Michelle Williams can be contacted at:

telephone: 01744 452240,

The Deputy Data Protection Officer is Lyndsay Bagley 01744 452243,

or e-mail dataprotection@carmel.ac.uk.

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:

Carmel College

Prescot Road

St Helens

WA3 3QR

Telephone: 01744 452200

or email dataprotection@carmel.ac.uk

Information Commissioner's Office (ICO) registration number Z6391538

How we collect your information

The information we hold about you comes from the way you engage with the college. This includes information you provide on your course application form, course enrolment form, by engaging with our in class and out of class support provision and other services provided by the college. We may also collect information from your previous school, the local authority and external safeguarding or wellbeing support agencies.

Student data is essential for the College's operational use. Whilst most of student information you provide us is mandatory, some of it is requested voluntarily. To comply with data protection legislation, we will inform you at the point of collection, whether you are required to provide certain student information to us or if you have a choice in this.

The information we collect about you

Carmel College collects and processes a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number, date of birth, gender, and photograph,
- information relating to your nationality, ethnic origin, native languages, religion or similar beliefs,
- information relating to previous education history including the last school or college that you attended and the courses that you completed, dates of study and examination results (including your Unique Candidate Identifier and Unique Learner Number),
- information about your family or personal circumstances, where this is relevant to the assessment of your suitability to receive a bursary, or in order to provide you with appropriate pastoral care including emergency contact information,
- sensitive personal data may be collected where it concerns your health and medical conditions or Special Educational Needs (examination arrangements and other learning support requirements),
- attendance information, including any cessation of learning data,
- records relating to your Study Programme, along with assessments of your work, progress on course, details of examinations taken, and your predicted and actual examination grades;
- learner feedback and information from focus groups to ensure that our educational provision is of high quality;
- data about engagement with and use of our services, examples being the library and careers, to improve the services we offer;

- photographs, and video recordings for the purpose of student assessment and examination, as well as college and course promotional activities when permission has been obtained;
- data relating to the use of assigned student email account and the college internet;
- collection of non-identifiable information in order to enhance the experience of using our website and to help identify trends in its general usage.

Why do we process personal data?

Carmel College needs to process your data to effectively deliver your education. For example, it needs to process your data to provide the services set out in your Learning Agreement. In some cases, we also need to process data to ensure the college is complying with its legal obligations. For example, the College must meet Keeping Children Safe in Education guidelines and comply with Health and Safety laws. In other cases, we have a legitimate interest in processing personal data before, during, and after the end of your time at College. The reasons to process student data include:

- to run recruitment and admissions processes, including contacts prior to enrolment (N.B. the College does not employ automated decision-making systems nor employ profiling systems),
- to organise and provide teaching and learning (e.g. organise classes, monitoring attendance, mapping progress, arranging academic support, obtaining student feedback),
- to organise and provide pastoral support (e.g. offer careers and employability opportunities, promote student welfare, deal with concerns, note student behaviour),
- to provide safe access to IT, library facilities, and enrichment opportunities,
- to carry out administrative tasks, (e.g. organise and report on examinations, promote college, monitor equality, diversity and inclusion, carry out audits and research exercises),
- to administer finance, including liaison with the Student Loans Company.

Where the College relies on legitimate interests as a reason for processing personal data, it has considered if those interests are overridden by the “rights and freedoms” of the individual and has concluded that they are not.

Storing student data

We hold student data securely for the set amount of time shown in our records management policy. Different types of data and documents are kept for different lengths of

time depending on a number of factors including the course you enrol upon. If you apply but do not enrol on a course, your details will be held for one academic year.

Your data is stored in the UK and EEA. The College will not transfer your data to countries outside the European Economic Area.

Who we share student information with and why we share it

We do not share information about our students with anyone without consent unless the law and our policies allow us to do so. We routinely share student information with:

- The educational provider that the student attended before joining the College
- The educational provider the student attends after leaving the College
- Other educational providers involved in the joint delivery of a course
- Local authorities
- The Department for Education (DfE)
- The Education and Skills Funding Agency (ESFA)
- The Office for Students (OfS)
- The Learner Records Service (LRS)
- The National Careers Service
- The Higher Education Statistics Agency (HESA)
- The awarding body for the qualification the student is enrolled on
- Permitted contacts (e.g. parents, guardians, carers)
- Employers that support a student on a course or study (e.g. T level)
- Agencies who are required to audit our student and financial records
- Agencies who support the collection of unpaid / outstanding course fees
- National Health Service and local NHS Trusts
- Law enforcement agencies
- Youth support services
- Organisations who act to support us to ensure that our obligations under Keeping Children safe in Education are met
- Current or potential employers of students
- The Home Office (immigration and UKVI visa applications)

Information will be shared with third parties to facilitate trips and work experience placements where these are not facilitated by the College.

Students have the option to provide permitted contacts. Permitted contacts could be parents, guardians, carers, another family member or any other individual in the student's personal life. If a student provides one or more permitted contacts, they are providing their

consent for the College to share details of their performance and progress with these named individuals. This information could be shared verbally, in writing or through our parental portal. The student can add or remove permitted contacts at any time by speaking to their personal achievement tutor, management information team or the data protection team.

Student information available under the Freedom of Information Act

The College also has obligations under the Freedom of Information Act. It is the College's policy to make information as public as possible. Full details of what information is made available to the public for inspection can be found in our publication scheme published on our website.

The following student information will be made public:

- Summary details of student achievement and examination successes
- Student participation in productions and events related to or resulting from their studies. This may include, but is not limited to photographs, videos, spoken records and documents. Where practical and required by regulations, the individual's permission will be obtained before this.

Anyone wishing that any of these details should remain confidential should contact the Data Protection Officer.

The Student Assistance and Wellbeing Service

This is a separate service offered to students of Carmel College by the provider Health Assured. Health Assured provides a confidential wellbeing service and the information you discuss with their helpline support workers is not routinely provided to the College unless your health, wellbeing or welfare is judged to be at imminent risk.

In these circumstances and where the support worker thinks you need additional support, they will seek your consent to share your name and information about their concerns with the Safeguarding Team so that they can provide you with further help. In some circumstances where you are not able to provide consent or where you refuse consent, Health Assured may still decide to share relevant information with the Safeguarding Team where it is necessary to protect your or another person's vital interests.

Youth support services

We share certain information about students aged 16+ with our local authority and providers of youth support services as they have responsibilities in relation to the

education or training of 13-19 year olds under section 507B of the Education Act 1996. This enables them to provide services as follows:

- post-16 education and training providers
- youth support services
- careers advisers

For more information about services for young people, please visit the St Helens Council website.

Department for Education

The Department for Education (DfE) collects personal data from educational settings and local authorities via various statutory data collections. We are required to share information about our students with the Department for Education (DfE) either directly or via our local authority for the purpose of those data collections, under The Education (Information About Individual Pupils) (England) Regulations 2013.

All data is transferred securely and held by DfE under a combination of software and hardware controls, which meet the current government security policy framework. For more information, please see the 'How Government uses your data' section.

The National Pupil Database

Much of the data about students in England goes on to be held in the National Pupil Database (NPD).

The NPD is owned and managed by the Department for Education and contains information about students in schools and colleges in England. It provides invaluable evidence on educational performance to inform independent research, as well as studies commissioned by the Department.

It is held in electronic format for statistical purposes. This information is securely collected from a range of sources including schools, colleges, local authorities and awarding bodies.

To find out more about the NPD, go to

<https://www.gov.uk/government/publications/national-pupil-database-user-guide-and-supporting-information>

Data sharing by the Department for Education

The law allows the Department to share student's personal data with certain third parties, including:

- schools, colleges and local authorities
- researchers
- organisations connected with promoting the education or wellbeing of children in England
- other government departments and agencies
- organisations fighting or identifying crime

For more information about the Department’s NPD data sharing process, please visit:

<https://www.gov.uk/data-protection-how-we-collect-and-share-research-data>.

Organisations fighting or identifying crime may use their legal powers to contact DfE to request access to individual level information relevant to detecting that crime.

For information about which organisations the Department has provided student information, (and for which project) or to access a monthly breakdown of data share volumes with Home Office and the Police please visit the following website:

<https://www.gov.uk/government/publications/dfе-external-data-shares>

Requesting personal data held by the Department for Education

Under the terms of the Data Protection Act 2018, you are entitled to ask the Department:

- if they are processing your personal data
- for a description of the data they hold about you
- the reasons they’re holding it and any recipient it may be disclosed to
- for a copy of your personal data and any details of its source

If you want to see the personal data held about you by the Department, you should make a ‘subject access request’. Further information on how to do this can be found within the Department’s personal information charter that is published at the address below:

<https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter>

To contact DfE visit:

<https://www.gov.uk/contact-dfe>

Office for Students

We will share information about students enrolled on higher education courses with the Office for Students (OfS). OfS collects personal data on students to fulfil their public tasks

under the Higher Education and Research Act (HERA) 2017, including their responsibilities as the lead regulator for higher education in England.

For more information on the data OfS collect and how they process that data, please view their privacy notice published at the address below:

<https://www.officeforstudents.org.uk/ofs-privacy/privacy-notice/>

If you want to see the personal data held about you by the OfS, you should make a 'subject access request'. Further information on how to do this can be found published at the address below:

<https://www.officeforstudents.org.uk/contact/how-to-request-information-fromus/how-to-make-a-request-to-access-your-personal-information/>

The Higher Education Statistics Agency

We will share information about students enrolled on higher education courses with The Higher Education Statistics Agency (HESA). HESA is the body responsible for collecting and disseminating information about higher education in the UK and the designated data body for England.

For more information on the data HESA collect and how they process that data, please view their student collection notice published at the address below:

<https://www.hesa.ac.uk/about/regulation/data-protection/notices> If you want to see the personal data held about you by the HESA, you should make a 'subject access request'. Further information on how to do this can be found published at the address below:

<https://www.hesa.ac.uk/about/regulation/data-protection>

Your data protection rights

Under data protection law you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information. If you want to see the personal data held about you by the College, you should make a 'subject access request'.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances. Where information is processed as part of

our legal obligations or under public task this right does not apply. This includes information we are required to share with DfE, ESFA, OfS and HESA.

- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any fee to use any of your data protection rights. The College will respond to your request within one calendar month from the date we receive your request.

Requests can be received in any format, however, the easiest way to make a request is to email dataprotection@carmel.ac.uk. You can also make your request in person to any staff member. Your request should include your details, for example your name and either student number or date of birth. When making a 'subject access request', the request should also specify what information you would like to receive. We are required to verify your identity and therefore ask, where possible, if you include a copy of the official identification with your request.

How to complain

If you have any concerns about how the College collects or processes your personal information, you can make a complaint to the College by emailing dataprotection@carmel.ac.uk

We ask that in the first instance you give us the chance to put things right. However, you can also raise any complaint with the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Privacy notice revisions This privacy notice will be kept under review and changes will be published to our website. This document was last updated in July 2024.