

Havering College One to One Personal Support Privacy Notice

At Havering College, we are committed to protecting and respecting your privacy.

This Privacy Notice explains when and why we collect personal information about people who receive one to one personal support to help them remain on their course, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you are happy with any changes.

Any questions regarding this Policy and our privacy practices should be sent by email to DPO@havering-college.ac.uk or in writing to DPO, Havering College, Ardleigh Green Road, Hornchurch, RM11 2LL. Alternatively, you can telephone 01708 455011.

Who are we?

Havering College is a large college located in Hornchurch, Essex. The college is located on three sites – Hornchurch, Rainham and Harold Hill – and is the largest Further Education provider of Higher Education in London, with over 400 HE learners, 39 per cent coming from disadvantaged areas and 23 per cent progressing internally from Level 3 courses.

With 7,162 students (2,728 full-time equivalent) drawn from a wide area covering East London and the counties of Essex and Kent, 33.9 per cent come from ‘disadvantage uplift’ postcodes. The proportion of students from minority ethnic groups attending the college is 22.3 per cent – significantly higher than reflected in the local population.

Who collects data on behalf of Havering College?

For the purposes of data collection, Havering College will be the Data Controller and is represented on behalf of the college by the Assistant Principal for Business & Technology and Head of Student Services. The Data Controller will ensure that the processing of data, carried out by Data Processors, on behalf of the college is fair and in accordance with the requirements of GDPR.

How do we collect information from you?

When you engage with a member of the Student Services team to receive one to one personal support, we need to know your personal data and circumstances in order to give

accurate and effective information, advice and guidance. We will not collect any personal data from you that we do not need in order to provide and oversee this service to you.

What type of information is collected from you?

The personal information we collect includes your full name, student ID, course enrolled on, faculty, your preferences for whether you wish us to share your information or not, contact details and details of your current situation for which you require one to one personal support.

How is your information used?

We may use your information to:

- provide information, advice and guidance to help improve your personal circumstances;
- carry out our obligations arising from any contracts entered into by you and us;
- carry out statistical analysis of trends in data.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

All the personal data we process is done so by our staff in the UK; however, for the purposes of IT hosting and maintenance, this information is located on servers within the European Union. No third parties have access to your personal data unless the law allows them to do so. We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

Third Party Service Providers we work in association with:

We may transfer your personal information to a third party if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights or safety of our staff and students. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Third Party Service Providers working on our behalf:

We may pass your information to third party organisations for the purposes of completing tasks and providing services to you on our behalf (for example to provide further relevant personal support to you).

How long will we keep your information for?

Student Data: We retain all student records for a period of 6 years from the date a student completed their studies. This date is determined as the date on which you leave or the last date of the term in which the student left. More information on our retention schedule can be found at:

www.havering-college.ac.uk/dataretention

Am I able to see what data you hold on me and how it is processed?

Yes, you have the right to obtain confirmation that your data is being processed lawfully and to access your own personal data. There is no charge for this service unless the request is considered manifestly unfounded or excessive, particularly where it is repetitive. Then Havering College of Further and Higher Education may charge a 'reasonable fee', which may also apply should further copies of the same information be requested. This fee will be based on the administrative cost of providing the information.

Once your identity has been verified then you will be provided with the information held within one month of the receipt of the request. This period may be extended to a further two months where requests are complex or numerous; however, you will be informed of this within one month of the request being received with an explanation why an extension is necessary.

How you can access and update your information

The accuracy of your information is important to us. We are working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: DPO@havering-college.ac.uk or by writing to Havering College, Ardleigh Green Road, Hornchurch, RM11 2LL. Alternatively, you can telephone 01708 455011.

What can I do if I believe the information you have about me is inaccurate?

If at any point you believe the information we process on you is incorrect, you can request to see this information and have it corrected or deleted. If you wish to raise a complaint on how we handled your personal data, you can contact us to have the matter investigated. Please email us at: DPO@havering-college.ac.uk or by writing to Havering College, Ardleigh Green Road, Hornchurch, RM11 2LL. Alternatively, you can telephone 01708 455011.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can complain to the Information Commissioner's Office: <https://ico.org.uk>

What can I do if I no longer wish the college to process my data?

If you decide that you no longer wish to receive one to one personal support, then you have the right to withdraw your consent for data processing to take place and, if you request it, to have your data erased. If you wish to exercise this right then please email us at: DPO@havering-college.ac.uk or by writing to Havering College, Ardleigh Green Road, Hornchurch, RM11 2LL. Alternatively, you can telephone 01708 455011.

Security precautions in place to protect the loss, misuse or alteration of your information

Once we receive your information, we make our best effort to ensure its security on our systems. The systems are protected by firewalls and can only be accessed by individuals with suitable authorisation. All users are required to enter a Username and Password to access the system. If the personal records have been handwritten they are kept securely in a locked cabinet/ cupboard.

16 or under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in August 2018.