



## Student Privacy Notice

This privacy notice explains how Norland College ("we", "our", "us") collects, uses and shares your personal data, and your rights in relation to the personal data we hold. This privacy notice concerns our processing of personal data of past, present and prospective students of Norland College ("you", "your").

Norland College is the data controller of your personal data and is subject to the Data Protection Act 2018 ("DPA") and to the General Data Protection Regulation 2018 ("GDPR").

This notice does not form part of any student contract.

### How we collect your information

We may collect your personal data in a number of ways, for example:

- from the information you provide to us when you interact with us before joining, for example when you express your interest in studying at Norland College;
- when you apply to study at Norland College and complete enrolment forms via the Universities and Colleges Admissions Service (UCAS) and when you complete other admissions processes and procedures;
- when you communicate with us by telephone, email or via our website, for example in order to make enquiries or raise concerns;
- in various other ways as you interact with us during your time as a student of Norland College, for the various purposes set out below;
- from third parties, for example from your previous or current school, sixth form college, university or employers who may provide a reference about you.

### The types of information we collect

We may collect the following types of personal data about you:

- your name, and contact information such as address, email address and telephone number, as well as your date of birth, national insurance number (or other tax identification number) and your passport or national identity card details, country of domicile and your nationality. We will also allocate you a unique student number.
- information relating to your education and employment history, the school(s), sixth form college(s) and other colleges or universities you have attended and places where you have worked, the courses you have completed, dates of study and examination results. We will also keep records relating to assessments of your work, details of examinations taken, your predicted and actual examination grades and other information in your student record.
- information about your family or personal circumstances, and both academic and extracurricular interests, for example where this is relevant to the assessment of your suitability to receive a bursary or in order to provide you with appropriate pastoral care.



- sensitive personal data and information about criminal convictions and offences, including:
  - information concerning your health and medical conditions (e.g. disability and dietary needs);
  - biometric data (fingerprint) for attendance tracking;
  - criminal convictions;
  - information about your racial or ethnic origin; religion or similar beliefs; and sexual orientation; and
  - any student photograph and the capture of images by use of the lecture capture system and/or CCTV.
- **If you are studying with Norland on a Student visa, then your data will be stored in line with the Visa Students Record Keeping Policy and Procedure as informed by UK Visas and Immigration (UKVI).**

### **How we use information about our students**

The purposes for which we may use personal data (including sensitive personal data) we collect during a student's association with us include:

- recruitment and admissions;
- academic matters, including:
  - the provision of our core teaching, learning and research services (e.g. registration, assessment, attendance, managing progress, academic misconduct investigations, certification, graduation);
  - maintaining student records; and
  - assessing your eligibility for bursaries, etc.
- providing library, IT and information services;
- non-academic matters in support of our core services, including:
  - providing student support services (e.g. student support, personal tutors and the academic department);
  - monitoring equal opportunities;
  - safeguarding and promoting the welfare of students;
  - ensuring students' safety and security;
  - managing student accommodation in so far as we source and allocate externally let student accommodation for our first year students; and
  - managing the use of social media.
- administering finance (e.g. fees, student loans and bursaries);



- other administrative purposes, including:
  - carrying out research and statistical analysis;
  - carrying out audits (e.g. to ensure compliance with our regulatory and legal obligations);
  - providing operational information (e.g. providing IT support, information about building closures or access restrictions on campus, or safety advice);
  - promoting our services (e.g. providing information about community events, or other events happening on and off campus);
  - preventing and detecting crime;
  - dealing with grievances and disciplinary actions; and
  - dealing with complaints and enquiries.

### **Graduation and degree information**

Personal data (including award and classification) will be published in the award ceremony booklet. This information will also be passed to third parties involved in the ceremonies (including our commemorative clothing suppliers). All published details will be available in our archive following the relevant graduation events.

If you wish to withhold your consent to your name being published for these purposes, please contact the events manager at [events@norland.ac.uk](mailto:events@norland.ac.uk)

### **The basis for processing your information and how we use it**

We may process your personal data because it is necessary for the performance of a contract with you or in order to take steps at your request prior to entering into a contract. In this respect, we use your personal data for the following:

- to interact with you before you are enrolled as a student, as part of the admissions process (e.g. to send you a prospectus or answer enquiries about our courses);
- once you have enrolled, to provide you with the services as set out in our student agreement;
- to deal with any concerns or feedback you may have;
- for any other purpose for which you provide us with your personal data.

We may also process your personal data because it is necessary for the performance of our tasks carried out in the public interest or because it is necessary for our or a third party's legitimate interests. In this respect, we may use your personal data for the following:

- to provide you with educational services which may not be set out in our student agreement but which are nevertheless a part of our academic and educational mission;



- to monitor and evaluate the performance and effectiveness of the college, including by training our staff or monitoring their performance;
- to maintain and improve the academic, corporate, financial, estate and human resource management of Norland College;
- to promote equality and diversity throughout Norland;
- to seek advice on our rights and obligations, such as where we require our own legal advice;
- recovering money you owe to us;
- for fundraising activities.

We may also process your personal data for our compliance with our legal obligations. In this respect, we may use your personal data for the following:

- to meet our compliance and regulatory obligations, such as compliance with anti-money laundering laws and safeguarding requirements;
- for the prevention and detection of crime;
- in order to assist with investigations (including criminal investigations) carried out by the police and other competent authorities.

We may also process your personal data where:

- it is necessary for medical purposes (e.g. medical diagnosis, provision of health or social care or treatment, or a contract with a health professional);
- it is necessary to protect your or another person's vital interests; or
- we have your specific or, where necessary, explicit consent to do so.

### **Sharing information with others**

For the purposes referred to in this privacy notice and relying on the bases for processing as set out above, we may share your personal data with certain third parties. You are given the opportunity to opt out of some of these data sharing arrangements, for example when you register with us, but you should carefully consider the possible impact of doing this. Unless an opt-out is in place, we may disclose limited personal data to a variety of recipients including:

- our employees, agents and contractors where there is a legitimate reason for their receiving the information, including:
  - third parties who work with us to provide student accommodation;
  - third parties who work with us to provide student support services (e.g. counselling);
  - third parties who are contracted to provide IT services for us;



- organisations operating anti-plagiarism software on our behalf (such as Turnitin®. For further information regarding Turnitin® privacy and security notice please follow [Privacy and Security \(turnitin.com\)](https://turnitin.com)).
- internal and external auditors.
- those with an interest in tracking student progress and attendance, including:
  - student sponsors (e.g. the Student Loan Company);
  - potential education providers;
  - current or potential employers (to provide references and, when students take part in a placement, to provide details of progress/attendance).
- government departments and agencies where we have a statutory obligation to provide information (e.g. the Office for Students (OfS)), the Higher Education Statistics Agency (HESA), Council Tax and Electoral Registration Officers at relevant local authorities (for the purpose of assessing liability for council tax and for electoral registration purposes) ;
- crime prevention or detection agencies (e.g. the police, the Department for Work and Pensions and Trading Standards);
- parents, guardians, and next-of-kin (where there is a legitimate reason for disclosure); and
- third parties conducting surveys, for example the national student survey.

### **International data transfers**

Norland College will not share your personal data outside the UK while you are a student, unless there is a specific reason for doing so and only with your explicit consent (eg: providing a reference for a summer work placement overseas).

### **Placements**

As part of your training, you will be attending various placement settings. These will range from nursery settings, infant schools, private families and the maternity and paediatric wards at the local hospital. As part of this process, Norland will need to provide some of your personal data to them (eg: name, DBS disclosure number). Each placement, except for the private families, will have their own privacy notices and further details will be provided to you prior to you starting with that placement. We will request that the private families abide by our data protection policy in that they protect your personal data whilst it is in their possession and destroy it once your placement is over.

Although you have the right to request that your personal details are not shared in this way, we must advise that you would be unable to attend most placement settings. This is because they have legal requirements and regulations which they must comply with. Please also note, that should you be unable to complete the required number of placements, you will not be able to receive your Norland Diploma. For further information about the Norland Diploma assessment criteria please see the [2021-2022 Norland Diploma assessment regulations](#).



If you do not wish your personal details to be shared with placement settings, please contact the placement team at [placements@norland.ac.uk](mailto:placements@norland.ac.uk)

### **Newly Qualified Nanny (NQN) Team**

In order for you to complete your Norland Diploma, you are required to enter into a Newly Qualified Nanny (NQN) year soon after completing your degree. This is paid employment where you work within a family (in England and Wales only) as an NQN.

The NQN team work within the education department at Norland College and their sole purpose is to support you to seek the right family for your NQN year and provide help and guidance during this year. The NQN team will request your personal details during your employment lectures in the third year (prior to your starting the NQN year). This is so they can start supporting and preparing you for the NQN year. The NQN team will share your personal details with families for employment purposes only.

### **Agency and alumni**

We pass some of your personal data to our agency and alumni team, from the eighth month mark of your NQN year. This information will be used for employment seeking opportunities, alumni activities, including sending Norland College publications, promotion of alumni benefits, services, events and training programmes.

For more information about how your personal data is used by the agency and alumni team, please see the [Agency and Alumni Privacy Notice](#).

### **HESA**

We will send some of the student information we hold to the Higher Education Statistics Agency ("HESA"). HESA collects and is responsible for the database in which HESA student records are stored. Details of how HESA will process this information can be found at <https://www.hesa.ac.uk/about/regulation/data-protection>.

### **National Student Survey and Leaver Surveys**

Ordinarily, HESA provides our student data to the national student survey. However, there may be a requirement for us to pass student contact details to survey contractors to carry out the national student survey and surveys of student finances for the organisations identified by HESA in their data protection notices referred to above. These organisations and their contractors will use students' details only for this purpose, and will then delete them.

Fifteen months after graduation, you will be contacted by HESA to complete the graduate outcomes survey. We will pass your contact information on to HESA for this purpose.

Students may also be included in surveys that track the progress of leavers in the years after they graduate. If so, we will pass your contact details to the organisation that has been contracted to carry out that survey. The organisation will use your details only for that purpose and will then delete them.



If you do not want to take part in any of these surveys, you can refuse at the point of asking.

### **Changes to your personal data**

Please tell us promptly about any changes to the information we hold about you. This is particularly important for your contact details. You can do this by emailing Norland's Data & Information Manager at [clare.hutton@norland.ac.uk](mailto:clare.hutton@norland.ac.uk).

### **Data security**

We have in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business requirement to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

### **How long your information is kept**

Subject to any other notices that we may provide to you, we may retain your personal data for a period of six years after your association with us has come to an end. However, some information may be retained indefinitely by us in order to maintain your academic record for archiving purposes (or by the agency and alumni team for the purposes of supporting you to find employment and your lifelong relationship with Norland).

### **Your rights**

Under GDPR you have the following rights:

- The right to be informed – how your personal data is being used
- The right of access - to obtain access to, and copies of, the personal data that we hold about you
- The right to rectification – you have the right to ensure your personal data is accurate and complete and request that this is updated if inaccurate/ incomplete
- The right to erasure – also referred to as ‘the right to be forgotten’. You can request to the deletion and / or removal of your personal data providing there is no compelling reason for us to continue processing it eg: academic achievement, dates of study and classification of award
- The right to restrict processing - to require us to restrict our data processing activities (and, where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal)
- The right to data portability – you can obtain and reuse your personal data for your own purpose. You can move, copy or transfer personal data in a reasonable format specified by you, including for the purpose of you transmitting that personal data to another data controller



- The right to object – object to us sending you marketing communications or you require that we cease processing your personal data if the processing is causing you damage or distress
- Rights in relation to automated decision-making and profiling - to object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights


Please note that the above rights are subject to certain conditions and exceptions as set out in the data protection legislation.


If you have given your consent and you wish to withdraw it, please contact our Head of HR, Resources & Compliance using the contact details set out below. Please note that where our processing of your personal data relies on your consent and where you then withdraw that consent, we may not be able to provide all or some aspects of our services to you and/or it may affect the provision of those services.

### Contact us

If you have any queries about this privacy notice, how we process your personal data, or to request access to the personal data that we hold about you, please contact:

 [privacy@norland.ac.uk](mailto:privacy@norland.ac.uk)

 +44 (0) 1225 904056

 Head of HR, Resources & Compliance, Norland College, York Place, London Road, Bath, BA1 6AE

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. Please see <http://ico.org.uk/>

You can find out more about your rights under data protection legislation from the Information Commissioner's Office website available at <http://ico.org.uk/>.

### Changes to this notice

We shall inform you of any changes to this notice. Notification will be through the appropriate medium of communicating e.g. student email.

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	Norland Diploma Assessment Regulations
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