



- 1) If you are interested in a course or to ask us a question, we will need to contact or talk to you to give you a reply.
  - 2) When you apply, the College needs this information to help us put you on the right course.
  - 3) We need to make sure you and other students are safe and have the best experience at the College.
  - 4) We need to track and record your learning activities, attendance, marks and assessments, and other things linked to your learning and skills improvement.
  - 5) We also need to make sure that all students, whatever their ethnic group, have the same chance of success, and that no one is discriminated against.
  - 6) The College needs to record information about all students and how they do, to help us check ourselves and make changes to our ways of working, to help more students achieve in the future.
  - 7) The government and examination boards ask the College to send them information about you to make sure we can get funding to help pay for your course and have you entered for any exams you will need to do.
  - 8) If your course involves trips, we will need information to make bookings and arrange access
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- 1) When you are looking for options and enquiring about the College:

We will use your permission (consent) to handle your information.

- 2) When you are applying for a course at the College:

When you are applying, we have an interest in this information because without it we would **not be able to continue with your application. This is called having a 'legitimate interest'.**

**If you tell us that you don't want us to use your information** any more, then we will have to stop your application.

- 3) When you are enrolled on a course at the College:

When you become a student at the College, you will need to sign a Learning Agreement, which means that the College will agree to provide you with access to a course in return for you agreeing to do some things like go to class, and complete your work on time.

Information we store and use about you during your time at the College will be needed for this agreement to work, just like a contract.

**So our legal reason to use this information will be a 'contract'.**

- 4) When you have left the College:

Some key information about you will be stored at the College after you leave. This will be about who you are, what you studied, your grades, your ethnic groups and other information about the support you needed at the College.

This will be stored so that the College can keep a record of how we help Ipswich and Suffolk over the years to improve the number of people with skills and qualifications. It will also help us make improvements and plan for future courses.

We also need to show how well we are using government funding to support students and **the local community. This is called the 'public interest'.**

Sometimes, people who studied at the College before need us to give them a record of the qualification they got – for example, if they lost a certificate.

**These are all 'legitimate interests' so this is our legal reason for holding onto some of your personal information.**

We also have to hold onto payment information to follow the law for up to 7 years.

## 6. Who will my personal information be shared with?

Your information will be used inside the College by support staff and tutors to do all of the jobs linked to you and your course.

We might also need to share your personal information with the government, exam boards, universities and other organisations, and in some cases the Police and Emergency Service

Your old school or where you studied before might need your personal information so that they can prove to the government that you stayed in education or training until you reached the age of 19.

The College also provides information to organisations, companies and charities that we work with to provide services to support you in your learning, or to provide you with a service at the College like cashless payment cards for food or free meals.

If your course involves a trip abroad or a visit to another location/event, we might need to share personal information so we can make a travel booking or to allow that location/event to do a security check.

When you are under the age of 18 at the start of an academic year, some of your personal information will be shared with your Parents or Guardians for that full year.

When you are 18, then they will no longer have access to this information from the start of the next academic year.

## 7. References

**If you apply for a job you might be asked for an 'Employer Reference' or need to provide names of people who can be asked to give a 'Character Reference' as part of your application.**

Also, you might be asked to prove where you studied and what qualifications you have.

You must contact the College on this email address ([studentsupport@suffolk.ac.uk](mailto:studentsupport@suffolk.ac.uk)) to let us know that a reference is needed and who by. Once we know a reference is required, if the College is contacted by that company, person or recruitment agency, we will ONLY provide two bits of information:

- 1) When you were a student – we will provide you start and end dates
- 2) What you studied and what qualifications you received

**If you don't let us know that a reference request might be sent to us, we cannot guarantee that we will provide the reference, because we will need to do more checks to make sure that the request is genuine. If we cannot make sure that the request is genuine, we won't respond.**

The College will not provide personal character references. You may choose to give the name of your tutor(s), but if they respond then it will be as a personal reference - where they are saying what their views about you are - and will not be an official College statement.

## 8. What rights do I have about my personal information?

You have the right to know what personal information will be used, how, who will access it, and how long we will hold onto it for. You should be told or given information about this when the information is collected.

You have the right to ask to see your personal information that the College has and the College will have 30 days to get back to you with a response.

You also have the right to ask us to correct any wrong or incorrect personal information we hold about you.

You can also ask us to erase your personal information if it is no longer required for any reason that the College has for holding onto that information.

You can ask for a copy of your information as a computer file like Word or Excel.

If you do an exam, and want to know your results, then we might refuse to give you the results until the date set for the results to come out by the exam board.

Sometimes, it might not be possible to give you a copy of electronic information if the

## 12. Will my data be subjected to automated decision-making?

The College does not currently rely on any automated decision-making on personal data that affects learning or personnel outcomes. The result of any automatic processing of this type of data is only used to inform human decision-making.

This includes reviewing performance, absence, examinations and assessments, etc.

However, we are required to perform automated checking of certain activities for security/safeguarding and acceptable use purposes, such as internet surfing and scanning email to protect the College and its users from unsuitable or illegal content and computer malware and viruses.

In these circumstances, as speed is critical, the automated action of the security/scanning software is accepted. However, appeals can be made to IT Services to unblock websites or create exceptions if there are legitimate reasons approved by senior management.

## 13. What if I want to withdraw my consent?

In the limited circumstances where the College uses your consent as the legal basis for collecting and processing data, you have the right to withdraw consent at any time. Please send an email requests/questions about consent to [dataprotection@suffolk.ac.uk](mailto:dataprotection@suffolk.ac.uk).

## 14. How do I complain?

If you are unhappy with how your information has been processed, please send an email to [dataprotection@suffolk.ac.uk](mailto:dataprotection@suffolk.ac.uk). **We will process the complaint in accordance with the College's internal Complaints Procedure and direct your complaint onto the College's Designated Data Controller as necessary.**

You can also refer to the UK Information Commissioners Office (ICO) for guidance and information about your Personal Data Protection rights and how to exercise them by following this link:

<https://ico.org.uk>