



Privacy Notice – Students

1. INTRODUCTION

This privacy notice explains how Norland College Limited (**Norland**) uses the personal data of its prospective and current students. Broadly speaking your 'personal data' is information about you that either identifies you or from which you are identifiable. Examples of the personal data held about you by Norland include information about your achievements, your contact details and your work history.

Norland is known as the 'controller' of this personal data under data protection law.

If you have any questions about how we use your personal data please contact the - Head of HR, Resources and Compliance at enquiries@norland.ac.uk.

2. WHAT PERSONAL DATA DO WE HOLD ABOUT YOU AND WHERE DOES IT COME FROM?

The personal data that we hold about you is likely to include:

- Full name and title
- Address and address history
- Contact number and personal email address
- Date of birth
- Nationality
- National insurance number
- A unique student number allocated to you by Norland
- DBS disclosure result and/or update service details
- References
- 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 grades and other information in your student record.
- Information regarding 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.
- First aid and training qualification certificates, including set number.
- Visit forms and appraisals linked to your placements.
- Any cause for actions, fitness to practise or fitness to study and any occupational health reports.

This covers most of the personal data that we hold about students, but we may have additional personal data depending on your particular circumstances.

We are likely to receive your personal data from sources such as:

- The families that you have worked with, for example, they may provide us with references and other information about your work for them.
- External agencies, for example, the Disclosure and Barring Service and occupational health consultants.
- UCAS applications.



- Enrolment and re-enrolment forms completed at the beginning of each academic year.

We may receive your personal data from other sources depending on your particular circumstances. The more detailed information below provides information about possible additional sources of your personal data.

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).

3. NORLAND'S PURPOSES FOR USING YOUR PERSONAL DATA AND OUR LAWFUL BASES

We use your personal data for:

1. Admissions process.
2. academic reasons, including:
 - the provision of our core training, learning and research services e.g.: registration, assessment, attendance, managing progress.
 - managing student records.
 - assessing your eligibility for bursaries, etc.
3. student engagement
4. providing library, IT and information services.
5. placement and work opportunities.
6. graduation and degree information.
7. non-academic matters in support of our core services.
8. Administration of finance e.g.: student loans and bursaries.
9. in relation to our work as a higher education provider.
10. to deal with cause for actions, disciplinary actions and complaints.
11. to comply with our legal and regulatory obligations.
12. for other reasons, including to protect Norland's interests, for example, when seeking professional advice.

Under data protection law, we are only allowed to use your personal data if we have a lawful basis for doing so. These bases are as follows:

- Legitimate interests: Our lawful basis for many of our purposes will be legitimate interests. This applies where using your personal data is necessary for our legitimate interest, or someone else's legitimate interest, provided that this does not infringe your interests or fundamental rights and freedoms.

We will rely on legitimate interests for much of what we do under all the purposes listed above unless a more appropriate lawful basis applies. Specifically, we have a legitimate interest in:

- ensuring that the college is successful by promoting the training and provision offered at Norland.
- investigating if something has gone wrong and putting things right.
- promoting and protecting Norland.
- safeguarding and promoting the welfare of our students.



- **Contract:** this applies when you have a contract with us and using your personal data is necessary for us to carry out our obligations under that contract. This basis also applies if we need to take steps at your request before we enter into a contract with you.

We are relying on contract as a lawful basis for much (but not all) of what we do under the first, second, fifth, seventh and eighth purposes listed above.

- **Legal obligation:** this applies where using your personal data is necessary for us to comply with one of our legal obligations. We are relying on legal obligation as a lawful basis for much (but not all) of what we do under the eleventh purpose listed above.
- **Public task:** this applies when using your personal data is necessary for us to perform a task in the public interest or to exercise official authority. We may sometimes rely on public task as a lawful basis for the second, seventh, ninth and eleventh purposes listed above.
- **Vital interests:** occasionally, we may need to use personal data to protect your vital interests or somebody else's vital interests. This usually only applies if we need to use personal data in an emergency, for example, a 'life or death' situation.
- **Consent:** we may rely on your consent in some circumstances and we will be very clear with you when we are seeking your consent. Where we rely on your consent to process your personal data, you may withdraw your consent at any time. To withdraw your consent please contact enquiries@norland.ac.uk and your request will be forwarded to the relevant team.

In some cases, we will rely on more than one lawful basis for using your personal data.

Where we use certain types of more sensitive personal data (e.g. about your health, religious views, criminal offences) we will rely on a processing condition, as well as the appropriate lawful basis.

4. OUR PURPOSES IN MORE DETAIL

The sections below contain more information about why we use your personal data under each of the six purposes above.

Admissions process

As a prospective student, we will use your personal data in the following ways:

- To process your application via the UCAS process. This will include interview notes, offer details, enrolment and registration details.
- To process Disclosure and Barring Service (DBS) checks.
- To carry out safeguarding and fitness to practise checks. This will include an occupational health to check ahead of starting your first year. We will share certain information with occupational health, such as, your name, telephone number and that you will be/ are a student.

Academic reasons

As a student, we will use your personal data to assess your performance during your time with us. This will include your work being seen by the external examiner.



Student Engagement

We may use your personal data in the following ways:

- To maintain our student records, for example, checking that we have the correct contact details for you.
- We may take photographs and videos of you to promote our student engagement work and to promote Norland more generally.
- To keep you informed about student events and activities and in relation to your attendance at those events. For example, so that we can accommodate you if you tell us about any special needs or dietary requirements.

Providing library, IT and information services

We may use your personal data in the following ways:

- To issue you with a student ID card which will include your name and photograph.
- To provide you with a IT user profile to enable you to access Norland's IT network, associated teaching and assessment platforms such as TurnItIn and Moodle, and the library electronic database.

Placements and work opportunities

We may use your personal data in the following ways:

- To arrange placements for your training with settings and private families by sending placement documentation, including your DBS disclosure number, and coordinating appraisals. This will involve sharing your personal data with private families and professional early years settings such as nurseries, infant schools and the maternity and paediatric wards at the local hospital.
- To provide you with ongoing support and guidance in relation to your placement.
- If you sign up to use the Marvellous Babysitting app, we will provide information to Marvellous Babysitting so that it can verify your status as a student, for example, to check that there are no outstanding cause for action notifications.

Although you have the right to request that your personal data is not shared with external parties, 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.

Graduation and degree information

We may use your personal data in the following ways:

- Your name and award will be published in the award ceremony booklet.
- This information will also be shared with third parties involved in the ceremonies, including the commemorative clothing suppliers. All published details will be available in our archive following the relevant graduation events.

Non-academic matters in support of our core services

We may use your personal data in the following ways:

- providing student support services e.g.: student support, personal tutors
- monitoring equality, diversity and inclusion data.
- 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.



- managing the use of social media.

Administration of finance

We may use your personal data in the following ways:

- Invoicing you for your tuition fees, including processing your student loan and setting up direct debit payments.
- Processing bursary applications.
- Recovering money you owe Norland.

Cause for action, disciplinary actions and complaints

We may use your personal data in the following ways:

- To deal with causes for action and disciplinary actions. In some circumstances, and where appropriate, this may involve sharing your personal data with lawyers.
- If we are dealing with a request for information, query, or complaint, we may need to share your personal data with the other people involved.
- If we become aware of issues that may lead to a safeguarding concern (e.g. a drunk driving offence) we will follow our safeguarding policy. We may share your personal data with the appropriate third parties (e.g. potential employers, the LADO, police and/or occupational health) where this is necessary for us to comply with our safeguarding obligations.

Legal and regulatory obligations

We may use your personal data in the following ways:

- To comply with our legal obligations, for example, in relation to health and safety, safeguarding and data protection law.
- We may share your personal data with third parties where this is necessary for us to comply with our legal and regulatory obligations. This may include our lawyers and regulators such as HESA.

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 on how HESA will process this information can be found at [Data protection | HESA](#).

National Student Survey and Leaver Surveys

Norland is required to pass student contact details to survey contractors to carry out the National Student Survey (NSS). You will receive notification of this prior to contact details being exchanged. These organisations and their contractors will use students' details only for this purpose.

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

Other reasons

- We may share your personal data with our professional advisors (e.g. lawyers, accountants), for example, when we need their advice on a particular issue.



- We may use your personal data in connection with legal disputes. This may involve sharing your personal data with other people, such as, our lawyers and the other parties involved.
- We may share your personal data with our insurance company to make sure that we have the insurance cover that we need or in connection with an actual or possible claim.
- We may use your personal data in relation to the prevention and detection of crime. If appropriate, we may share information with external agencies, such as, the police.
- If ever in the future, we are considering restructuring Norland we may share your personal data with the other parties involved and with the relevant professional advisors.

We use service providers to handle personal data on our behalf for the following purposes:

- IT consultants who help run Norland's computer systems. For example, they might need to access a file containing personal data when investigating a fault or checking the security of our IT network.
- Local landlords who provide student accommodation.
- We use third parties to provide student support services eg: counselling.
- Caterers may be given information about any food allergies or intolerances that you have.
- We use a website provider to help us with our website.
- We use third party "cloud computing" services to store some information rather than the information being stored on hard drives located on the Norland site, including a web-based student database.
- Organisations operating anti-plagiarism software on our behalf (Turnitin).
- Internal and external auditors.

5. FOR HOW LONG DO WE KEEP YOUR PERSONAL DATA?

We will retain your personal data for as long as we need it for our purposes. When determining retention periods we consider any legal, accounting, or reporting obligations. In addition, we may keep personal data for longer than usual if this is necessary in connection with any disputes. Further information about retention periods can be found in our Data and Retention Policy.

We may also keep some personal data indefinitely for archiving purposes (this is known as "archiving in the public interest" under data protection law) and for historical research purposes. For example, we keep photographs so that we will have an historical record.

6. SENDING PERSONAL DATA TO OTHER COUNTRIES

Norland will not share your personal data outside of the UK while you are student unless there is a specific reason for doing so and only with your explicit consent e.g.: to provide a reference for a summer work placement overseas.

When Norland transfers personal data outside of the UK, we have to consider whether your personal data will be kept safe. Some countries are considered by the UK Government to have adequate rules and this includes all of the European Union and some other countries, such as, New Zealand, Norway, Switzerland and Argentina.



In certain circumstances, we may send your personal data to countries which do not have the same level of protection for personal data as there is in the UK. We will provide you with additional details about where we are sending your personal data, and the safeguards which we have in place, outside of this privacy notice.

If you have any questions about the safeguards that are in place please contact the Head of HR, Resources and Compliance at enquiries@norland.ac.uk.

7. YOUR RIGHTS REGARDING YOUR PERSONAL DATA

- **Correction:** if information held about you by Norland is incorrect or incomplete you can ask us to correct it.
- **Access:** you can also ask what information we hold about you and be provided with a copy. This is often known as making a subject access request. We will also give you extra information, such as why we use this information about you, where it came from and who we have sent it to.
- **Deletion:** you can ask us to delete the information that we hold about you in certain circumstances. For example, where we no longer need the information.
- **Portability:** you can request the transfer of your personal data to you or to a third party in a format that can be read by computer in certain circumstances.
- **Restriction:** you can request that we restrict how we use your personal data in certain circumstances.
- **Object:** you may object to us using your personal data where:
 - we are using it for direct marketing purposes;
 - the lawful bases on which we are relying is legitimate interests or public task;
 - if we ever use your personal data for scientific or historical research purposes or statistical purposes.

Please note that these rights do not apply in all cases and are subject to exemptions.

8. FURTHER INFORMATION AND GUIDANCE

The Head of HR, Resources and Compliance at enquiries@norland.ac.uk is the person responsible at Norland for managing how we look after personal data and she can answer any questions that you may have.

If you fail to provide certain information when requested, we may not be able to provide the information or service you have requested. We may also be prevented from complying with our legal obligations.

You have a right to lodge a complaint with the Information Commissioner's Office – www.ico.org.uk. If you do have any concerns about how we have handled your personal data we would kindly ask that you contact us in the first instance before you speak to the ICO so that we have an opportunity to put things right.



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