



Client Privacy Notice

Introduction

This privacy notice is designed to help you understand how Coleg Gwent (“The College”, “we”, “us”) collect and process the information that you share with us.

The General Data Protection Regulation (GDPR) and Data Protection Act (2018) together replaced The Data Protection Act 1998 on 25 May 2018. We are providing this privacy notice in compliance with this new legislation.

Who is the Data Controller?

The Data Controller of the information we collect about you is Coleg Gwent, Usk Campus, Usk, Monmouthshire, NP15 1XJ. We have designated representatives on behalf of the College. These are the Principal, the 2 Vice Principals and our Direct of Estates and Facilities.

The College also has a Data Protection Officer, who can be contacted on DPO@coleggwent.ac.uk.

Why do we collect your data and the legal grounds for doing so?

Data collected by the Group is used for funding, statistical, marketing, assessment and administrative purposes connected with the learners providing your service. It is also collected in order to ensure health and safety and to inform you of changes to appointments, future promotions and events.

The Law says we can only collect or process your data if there is a legal basis to do so. The legal bases on which the Group relies to process all types of personal data include:

- to fulfil a contract we have with you
- when we have a legal obligation
- where it is in the public interest
- where you have given your consent, although this is also necessary in a limited number of circumstances

There are additional provisions in the legislation that enable us to process personal data that is known as special category personal data. This includes your racial or ethnic origin, your political opinions, your religious or philosophical beliefs, your trade union membership, your genetic or biometric data, your health, your sex life and sexual orientation and any criminal convictions and offences.

Reason for Processing	Legal Basis
to enable teaching, learning & funding	Contract
for events and enrichment activities	Contract
to support the health, safety and wellbeing of clients when onsite	Public Interest/Legal obligation
To provide you with information and events related to the service you have received.	Consent (Including “soft opt in” for existing customers)
For insurance purposes	Public Interest/Legal obligation
For learners' to complete assignments (for example client before and after photos in our hair salons)	Contract
To improve teaching and learning through client feedback	Contract
To use your photographs in promotional material for the group	Consent

The Group also has a legal obligation to collect some of your data including for health and safety and financial reasons.

What information do we collect?

- Your name, address and contact details (including e-mail and telephone number), date of birth and gender;
- The terms and conditions of your contract with us
- Details of your bank account
- Information on your marital status and emergency contacts
- information about medical or health conditions, including whether or not you have a disability for which the Group needs to make reasonable adjustments; and
- equal opportunities monitoring information including information about your ethnic origin - as this is special category data, we will ensure this information is held securely and can only be accessed by relevant members of the Group where required for this purpose.
- Photographs

Where do we collect your data from?

We collect your information from various sources including:

- directly from you,
- your IP address via cookie consent on our website (For more information visit www.coleggwent.ac.uk/cookies)
- Photographs from college events

How long do we keep your data?

Our complete retention schedule is available on request.

The main retention dates are:

RECORD TYPE	LENGTH OF RETENTION
Client records	Current year + 6 years
CCTV Footage	Creation + 1 month
Promotional photographs	Current + 5 years
Feedback forms/questionnaires - relating to your service	Completion of learner's programme + 6 years.
Feedback forms/questionnaires	Completion of analysis of feedback
Financial information on forms	Current financial year + 6 years
Complaints records	Last action on the complaint + 1 year

Who do we share your data with?

The Group partners with a number of third parties with whom we share data. We do not use any third party located outside of the EU and all data storage is also held within the EU.

Our Third Party List

Category of sharing	Why we share
Awarding Body	To administer paperwork relating to examinations and assessments
Debt collection	to collect outstanding fees on behalf of the group
Government and associated organisations	We send data to government organisations in order to gain funding, to enable teaching and learning, to support learners and potential learners, to comply with legal requirements such as tax payments of our staff
Insurance	To ensure the college is suitably insured to make it a safe environment
Organisations providing events and enrichment	to enhance learners' educational experiences

Service provider - marketing	To provide individuals with news and events from the group
Service provider - equestrian events	to enable individuals to book equestrian events in the college's arena
service provider - telephone system	To enable staff and learners to have an efficient service when using the group's facilities
Sports club/Union	to enable teaching, learning & funding for learners and provide learners with sporting experiences related to their studies
Statistical analysis	To provide information in the public interest related to the group's performance
Educational organisation (schools, universities, colleges)	to enable teaching, learning & funding for learners
Archive facilities	to securely store paper-based documents containing personal data
Service Provider - customer services	To ensure a professional service when contacting the group
Legal organisations (solicitors, police, courts)	to support the safety of learners and staff, for court proceedings and to gain legal advice

The college's website may contain links to other websites of our partner networks, advertisers and affiliates. If you follow a link to these websites, please note that they have their own privacy notices and policies. The College does not accept responsibility or liability for these notices and policies. Please check their policies before you submit any personal data to these websites.

Does the Group rely on automated decision making?

The Group does not use automated decision making currently.

How do we protect your data?

The group takes the security of your data seriously. It has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

Where the group engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to

implement appropriate technical and organisational measures to ensure the security of data.

All staff are required to take data protection training on an annual basis.

What are your rights?

You have a number of rights under the GDPR.

This includes the right to seek the rectification or erasure of your personal data or to restrict and to object to the processing of your personal data.

You are also entitled to a copy of the data held about you, and to data portability.

Where we are processing your data, based on your consent, you also have a right to withdraw your consent to sharing data with us at any point. The Group is entitled to retain data that we are processing other legal bases though to satisfy our statutory and contractual obligations outlined above.

Requests of this nature can be made in several ways:

1. Contact the Data Protection Officer by e-mailing DPO@coleggwent.ac.uk
2. By completing a data protection enquiry form on the website.
3. By completing a subject access request form available on the privacy page of the website and posting to:

The Data Protection Officer
Coleg Gwent
Crosskeys Campus
Risca Road
Crosskeys
Caerphilly
NP11 7ZA

If you feel that we have not dealt with your data in accordance with this privacy notice or in the event of any other complaint, you are able to forward your concerns to the Information Commissioner's Office (The ICO).

Changes to the way we process your data

This privacy notice may be updated from time to time.