# Applicant and Student Privacy Notice

How Acquire Learning College collects, uses and protects your personal information

## 1. About this notice

This privacy notice explains how Acquire Learning College collects and uses personal information about people who apply to study with us, current students and former students. It also explains the rights you have in relation to your personal information.

We provide this notice because we are responsible for deciding how and why your personal information is used. In data protection law, this means that we are the data controller.

This notice should be read alongside any shorter privacy information provided when you complete a form, use a particular student service or participate in an activity that involves additional uses of personal information.

## 2. Who we are and how to contact us

The data controller is Acquire Learning College Ltd, a company registered in England and Wales under company number 10181287. Our address is Atlas House, Attercliffe Road, Sheffield, S4 7WZ. Information Commissioner's Office (ICO) registration number: ZB915955

| Contact | Details |
|---|---|
| Data protection enquiries | dataprotection@acquirelearning.co.uk |
| General enquiries | info@acquirelearning.co.uk |
| Admissions enquiries | admissions@acquirelearning.co.uk |
| Postal address | Atlas House, Attercliffe Road, Sheffield, S4 7WZ |

## 3. Who this notice applies to

This notice applies to:

- people who enquire about or apply for a course;
- people who accept an offer or enrol with the College;
- current students, including students whose studies are interrupted or suspended;
- former students and alumni, where we continue to hold or use their information; and
- parents, guardians, emergency contacts, sponsors and other individuals whose information is provided in connection with an applicant or student.

Where an applicant or student is under 18, this notice also covers relevant information about parents, guardians and responsible adults that is needed for admissions, administration, safeguarding, welfare and emergency purposes.

A separate Staff and Workforce Privacy Notice will explain how we use information about employees, workers and contractors. A separate Website and General Enquiries Privacy Notice will cover visitors who are not applying or studying with us.

## 4. The information we may collect

The information we collect depends on your relationship with us, the course and services you use. It may include:

| Category | Examples |
|---|---|
| Identity and contact information | Name, title, date of birth, photograph, student number, addresses, email addresses, telephone numbers and emergency contacts. |
| Application and admissions information | Application forms, previous education, qualifications, references, personal statements, interview or assessment information, offer decisions and evidence used to verify entry requirements. |
| Identification and immigration information | Identity documents, nationality, residency, right-to-study or immigration information and visa-related records, where applicable. |
| Course and student records | Programme, modules, timetable, attendance, engagement, assessment, feedback, marks, progression, awards, academic conduct and communications with the College. |
| Financial information | Fee status, invoices, payments, refunds, sponsorship, bursaries, loans and other funding information. |
| Support, welfare and safeguarding information | Support needs, reasonable adjustments, welfare contacts, safeguarding or Prevent concerns, referrals, interventions, risk assessments and case records. |
| Complaints and conduct information | Complaints, appeals, disciplinary or misconduct matters, investigations, evidence, outcomes and related correspondence. |
| Equality monitoring information | Age, sex, ethnicity, disability, religion or belief, sexual orientation and other equality information where collected. |
| Technical and usage information | College account identifiers, system access records, device or network logs and use of College learning and IT systems. |
| Images, audio and recordings | ID photographs, CCTV where used, and recordings or images created through learning, assessment, events or promotional activity. |
| Destination and alumni information | Progression, employment or further study destinations, graduate outcomes and alumni contact preferences. |

## 5. Special category and criminal offence information

Some personal information needs additional protection under data protection law. This includes information about health or disability, racial or ethnic origin, religious or philosophical beliefs, sexual orientation, trade union membership, genetic or biometric identification information, and information about sex life.

We may process relevant special category information to provide support and reasonable adjustments, monitor equality, protect health and safety, respond to safeguarding or welfare concerns, and meet legal

and regulatory responsibilities. We will only do this where both an Article 6 lawful basis and an additional condition under Article 9 UK GDPR apply.

Where a particular course, placement, safeguarding responsibility or legal requirement makes it necessary, we may process criminal allegation, conviction or offence information or undertake an appropriate criminal-record check. We will do so only where authorised by law and with the safeguards required by the Data Protection Act 2018.

## 6. Where we obtain information

We normally obtain information directly from you. We may also receive information from:

- an application service or recruitment agent, where used;
- schools, colleges, referees and previous education providers;
- parents, guardians, sponsors or authorised representatives;
- the Student Loans Company, funding bodies or sponsors, where applicable;
- government departments, public authorities and immigration bodies, where applicable;
- student support, health, safeguarding, emergency or law-enforcement organisations where lawful and necessary;
- the College's in-house admissions, attendance, engagement and assessment systems; and
- service providers supporting College accounts, networks or learning platforms.

## 7. Why we use your information and our lawful bases

We must have a lawful basis for each use of personal information. The table below sets out the principal activities and the bases we expect to rely upon.

| Processing activity | Main Article 6 lawful basis | Additional Article 9 or DPA 2018 condition where relevant |
|---|---|---|
| Managing enquiries, applications, admissions, interviews and offers | Steps at your request before entering a contract; legitimate interests for proportionate admissions administration; legal obligation where applicable | Equality of opportunity or treatment where equality data is used; explicit consent only where genuinely optional |
| Enrolling students and delivering education, teaching, assessment and student administration | Performance of the student contract; legal obligation where a specific duty applies | Substantial public interest conditions where necessary and applicable |
| Monitoring attendance, engagement, progress and academic achievement | Performance of the student contract; legitimate interests in supporting students and operating effective academic administration; legal obligation where applicable | Equality of opportunity or treatment, or safeguarding, where the activity involves relevant special category information |
| Managing fees, funding, bursaries, sponsorship and debt | Performance of contract; legal obligation; legitimate interests | Normally not applicable |
| Providing disability support, reasonable adjustments, wellbeing and pastoral support | Legal obligation; performance of the student contract; legitimate interests in providing effective student support where appropriate | Article 9(2)(g), substantial public interest, including equality of opportunity or treatment; Article 9(2)(c), vital interests, in an emergency where applicable |

| | | |
|---|---|---|
| Safeguarding, Prevent, welfare interventions and risk assessment | Legal obligation; vital interests; legitimate interests in protecting students and others where appropriate | Article 9(2)(g), substantial public interest, including safeguarding children and individuals at risk; Article 9(2)(c), vital interests where applicable |
| Handling complaints, appeals, academic misconduct, disciplinary and fitness-related matters | Performance of the student contract; legal obligation; legitimate interests in investigating and resolving cases fairly | Article 9(2)(g), substantial public interest where applicable; establishment, exercise or defence of legal claims |
| Meeting current or future legal, funding, statistical and government reporting requirements | Legal obligation; public task only where a specific applicable function supports it | Substantial public interest where a required return contains special category information |
| Protecting College systems, premises, people and information | Legal obligation; legitimate interests in security, business continuity and preventing misuse | Substantial public interest, legal claims or vital interests where applicable |
| Equality monitoring and institutional analysis | Legal obligation where applicable; legitimate interests in evaluating equality and institutional effectiveness using appropriately controlled information | Article 9(2)(g), substantial public interest, including equality of opportunity or treatment |
| Optional marketing, publicity, alumni communications and use of images where not necessary for the course | Consent, or legitimate interests where permitted and appropriately assessed | Explicit consent where special category information is intentionally published |

Consent will not be used where you have no genuine choice or where the College needs the information to perform the student contract, comply with the law or carry out its responsibilities. Where we rely on consent, you may withdraw it at any time without affecting processing already undertaken.

## 8. Who we may share information with

We share personal information only where there is a proper purpose and lawful basis. Depending on your course and circumstances, recipients may include:

- application or admissions services and recruitment agents, where used;
- the Student Loans Company, funding bodies and sponsors, where applicable;
- government departments, funding bodies, regulators or public authorities where a legal, regulatory, funding or contractual requirement applies;
- the Office for Students and Jisc, including HESA data collections, if and when reporting requirements apply to the College;
- an awarding body, validating institution or education partner if and when the College enters into such an arrangement;
- UK Visas and Immigration, where applicable;
- external assessors, placement providers and professional bodies, where applicable;
- IT, cloud, communications, learning-platform, records-management and other service providers acting for the College;
- auditors, insurers, professional advisers and legal representatives;
- local authorities, emergency services, safeguarding partners, Prevent partners, health or support organisations and law-enforcement bodies where necessary and lawful;
- parents, guardians, sponsors or representatives where you have authorised this, where a contract permits it, or where disclosure is otherwise lawful and necessary; and

- another organisation involved in a merger, restructuring or transfer of College activities, subject to appropriate safeguards.

Acquire does not currently make student data returns to the Office for Students or Jisc, including HESA data collections, and does not currently have an awarding or validation partner that needs to be named in this notice. These disclosures will apply only if and when the relevant reporting or partnership arrangements begin. We will review and, where necessary, update this notice when those arrangements change.

## 9. International transfers

Some of our suppliers or partners may store or access personal information outside the United Kingdom. We will not publish a definitive statement about the locations or safeguards until the College has confirmed its current systems, hosting arrangements and supplier contracts.

Where a restricted transfer occurs, the College will use a lawful transfer mechanism, such as UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to the EU Standard Contractual Clauses, or another mechanism permitted by data protection law. We will also consider whether additional technical or organisational safeguards are required.

You may contact us for further information about the safeguard used for a relevant transfer.

## 10. How we protect your information

We use technical and organisational measures designed to protect personal information against loss, misuse, alteration, unauthorised access and disclosure. These measures include access controls, staff responsibilities and training, secure systems, backup and recovery arrangements, supplier controls, incident-management procedures and secure disposal arrangements, as appropriate to the information and risk.

Access is limited to people who need the information for an authorised purpose. Staff and service providers are required to protect confidentiality and comply with applicable data protection requirements.

We keep personal information only for as long as it is needed for the relevant purpose, including legal, regulatory, academic, safeguarding and accountability requirements.

We retain appropriate records of assessed work for at least five years after the formal end date of the course. Core records of registration, confirmed results, academic credit and awards may be retained for longer so that we can maintain an accurate academic record and verify qualifications. Supporting and sensitive evidence is retained only for as long as it remains necessary. Further information is provided in the College's Records Retention Schedule.

We may retain information for longer where required for a legal claim, investigation, safeguarding matter, regulatory requirement or preservation obligation. Where possible, information retained for statistical or research purposes will be anonymised.

## 12. If you do not provide information

Some information is required so that we can assess an application, enter into and perform the student contract, deliver a course, provide an award, meet legal or regulatory responsibilities, or protect safety. If

required information is not provided, we may be unable to process an application, enrol you, provide a service or meet a requested support need.

Where providing information is optional, we will explain this and any consequences of choosing not to provide it.

## 13. Automated decision-making

The College uses in-house systems to record and support admissions, attendance, engagement and assessment. These systems support decisions made by authorised staff. The College does not currently make decisions about applicants or students solely by automated means where those decisions have legal or similarly significant effects.

If the College introduces qualifying solely automated decision-making in the future, we will update this notice to explain the logic involved, the significance and likely consequences, and the rights and safeguards available.

## 14. Your rights

Depending on the circumstances and lawful basis, you may have the right to:

- be informed about how your personal information is used;
- obtain access to your personal information;
- have inaccurate information corrected and incomplete information completed;
- have information erased in certain circumstances;
- restrict the use of information in certain circumstances;
- object to certain processing, including direct marketing;
- receive certain information in a portable format;
- withdraw consent where consent is the lawful basis; and
- ask for human intervention and challenge a qualifying solely automated decision.

These rights are not absolute and exemptions may apply. We may need to confirm your identity before responding. We normally respond within one month, although the law permits an extension for complex or numerous requests. We will explain any extension or lawful refusal.

## 15. Questions, requests and complaints

To ask a question, exercise a data protection right or raise a concern, email dataprotection@acquirelearning.co.uk or write to Acquire Learning College, Atlas House, Attercliffe Road, Sheffield, S4 7WZ.

You also have the right to complain to the Information Commissioner's Office. Information about making a complaint is available at ico.org.uk/make-a-complaint. We would welcome the opportunity to consider your concern first, but you are not required to contact us before approaching the ICO.

## 16. Changes to this notice

We will review this notice regularly and update it when our activities, systems, partners or legal obligations change. The current version will be published on the College website. Where a change could significantly affect you, we will take reasonable steps to bring it to your attention.