

***There is a Welsh version of this document available.***

# Privacy Notice

In this notice, the terms "Cardiff and Vale College" and "the College" refer to the activities of Cardiff and Vale College and its subsidiary companies CF10 Retail Limited, ICAT Limited and South East Wales City Region ATA Limited. This notice does not apply to ACT Training, who have issued a separate privacy notice.

This Privacy Notice applies to information that the College collects about individuals or organisations, including those who:

- Use the College's website;
- Use the College's services;
- Request information from the College;
- Undertake a course of study through the College, including alumni;
- Purchase training or other services from the College;
- Take a College student on work experience or placement;
- Employ an apprentice through the College;
- Are employed by the College;
- Who serve as governors of the College.

If you are asked to provide personal information to us, it will only be used in the ways described in this Privacy Notice.

If you have any questions about this policy, please contact the Data Protection Officer at [dataprotection@cavc.ac.uk](mailto:dataprotection@cavc.ac.uk).

The types of the information that the College collects, holds and shares includes, but is not limited to:

- Personal information (such as name, student number, address, date of birth, national insurance number).
- Contact information (which may include phone number, email and postal address).
- Educational Information (including qualifications, predicted grades, learning support needs, attendance information (number of absences and reasons) and individual achievements).
- Characteristics (such as gender (including whether this is the same as at birth), age, ethnicity, first language, nationality, country of birth and free school meal eligibility).
- Financial information including bank details.
- Information about personal preferences and interests.

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- Company information (financial, staff, professional development records).
- Website usage data.
- Staff contract information (start dates, hours worked, post, roles and salary information, annual leave entitlement, employment history and professional development).
- CCTV imagery captured routinely at College premises for the purposes of crime prevention, security and health and safety.

## How we use this data

The College uses data as follows:

- To process applications, enrolments and workforce development programmes and contracts.
- For the College's own internal records so that it can provide a high-quality service to learners, staff and other stakeholders.
- To contact individuals in response to a specific enquiry.
- To develop the College's services for the benefit of learners.
- To contact individuals about services, products, offers and other things provided by the College which it thinks may be relevant.
- To contact individuals via e-mail, telephone or mail for research purpose
- To contact individuals after they have completed their programme of learning to establish whether they have entered employment or gone onto further training or education and invite them to participate in College alumni activities.

The College may share non-sensitive personal information about you with other organisations as follows:

- For applicable learners, information is passed to the Welsh Government to in accordance with funding requirements.
- For applicable learners, information is passed to UK Government agencies (e.g. Education and Skills Funding Agency and Department for Education) in accordance with funding requirements.
- The information is used for the exercise of functions of these Government departments and to meet statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009. It is also used, in collaboration with the appropriate organisations, to create and maintain a unique learner number (ULN) and a Personal Learning Record (PLR), which allows the College to access any previous qualifications that are stored on the PLR for learners.
- For administration purposes, provision of career and other guidance, and for the purposes of statistical and research relating to education, training, employment and safeguarding. This will only take place where the sharing is compliant with the Data Protection Act 2018.

At no time will the College assume permission to use information that is provided for anything other than the reasons stated here.

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Individuals may be contacted by the European Social Fund (ESF) Managing Authority, or its agents, to carry out research and evaluation to inform the effectiveness of the programme. Information may be passed to the ESF for this purpose.

We do not store or transfer your personal data outside Europe.

Cardiff and Vale College has identified that it meets a number of lawful bases for processing, as set out in Article 6 of the General Data Protection Regulations (GDPR). In summary:

- For processing enquiries and applications to the College, the lawful basis is legitimate interest.
- For processing information relating to an individual's programme of study, the lawful basis is legitimate interest and may also be linked to a contract.
- For gathering information about the destination of an individual once they have left the College, the lawful basis is legitimate interest
- For contacting individuals who have completed a course at the College, the lawful basis is consent.

## Security

The College will hold personal information securely.

To prevent unauthorised disclosure or access to personal information, the College has strong organisational and technical security safeguards including robust access controls and regular security audits.

If information is shared with another organisation (reasons for this are given in the section below) it will ensure an Information Sharing Agreement is in place.

The College follows stringent procedures to ensure it processes all personal information in line with the Data Protection Act 2018.

## Information Sharing and Disclosure

The College does not sell or rent personal information.

Information may by necessity be disclosed to appropriate staff members of Cardiff and Vale College and to government bodies (as previously outlined).

Organisations that Cardiff and Vale College may share personal information with include:

- Awarding bodies
- Companies House
- Welsh Government
- Department for Education
- Learner Records Service
- Education and Skills Funding Agency
- Employers
- HMRC
- Higher education institutions
- Local authorities
- Mailchimp
- Estyn
- Pension providers
- Police
- Schools
- Sub-contractors
- UCAS

Information may be shared with third parties if it is in connection with the service being provided to individuals. For example, the College might share information with market research companies contracted to undertake work on its behalf to assess satisfaction with the College's service. When the College does this, it will always ensure an Information Sharing Agreement is in place.

If, as part of the entry requirements for a course or if an individual is applying for a job with Cardiff and Vale College, the College needs to take up a reference or obtain 'disclosure' from the Disclosure and Barring Service, it will inform you beforehand.

Parental consent is not required. There may be exceptions with regard to students with severe learning difficulties, school link students and those who are otherwise unable to decide for themselves.

The College has found that it is very beneficial to the young person's progress as a student if the College is able to engage with parents/carers. Therefore, it is very important that we record parents' /carers' details on its systems.

Parents/carers (or any other third party) are not automatically entitled to a student's information. The College can only release information about its students if it has their consent for this recorded on the College system.

Students are asked for their consent to share information with parents/carers on the enrolment form or when enrolling face-to-face.

Students can add, change or remove their consent by emailing [dataprotection@cavc.ac.uk](mailto:dataprotection@cavc.ac.uk).

## How long do we keep data?

In general, we will hold most of your personal data for the duration of your engagement with us, and for a further period as set out in the Document Retention Procedure, which can be found on the College's website.

## Visitors to the website

When someone visits [www.cavc.ac.uk](http://www.cavc.ac.uk) the College collect standard internet log information and visitor details of behaviour patterns. It does this to find out things such as the number of visitors to the different parts of the site. It collects the information in a way which does not identify anyone. If it does want to collect personally identifiable information through its website this will be made clear.

## Cookies

A cookie is a small file placed on a computer's hard drive. It enables the College's website to identify a computer as an individual views different pages on the website.

Cookies allow websites and applications to store preferences in order to present content, options or functions that are specific to individuals. They also enable the College to see information, like how many people use the website and what pages they tend to visit.

All cookies used by this website are used in accordance with the current Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011.

Cookies do not provide the College with access to an individual's computer or any information about them, other than that which they choose to share.

Individuals can use their web browser's cookie settings to determine how the College's website uses cookies. If an individual does not want the College website to store cookies on their computer or device, they should set their web browser to refuse cookies. However, please note that doing this may affect how the College's website functions. Some pages and services may become unavailable to the individual.

Unless an individual has changed their browser to refuse cookies, the College's website will issue cookies when it is visited.

### Social Website Cookies

We embed content from third party websites such as YouTube, Facebook and X (formerly Twitter), thus you can easily "Like" or "Share" our content on social media platforms. This will, however, involve third party cookie information, whose privacy will vary from social network site to social network site as well as the privacy settings you have chosen for those networks.

For more information see the privacy policies of the relevant third party site.

### Visitor Statistics Cookies:

We use cookies to analyse visitor statistics such as:

- How many people have visited our website.
- Which browser technology the visitor is using.
- Which page the visitor visits.
- How visitors were directed to our websites.

## Controlling information about individuals

When individuals fill in a form or provide their details on the College's website, there may be one or more tick boxes allowing them to:

- opt in to receive marketing communications from the College by e-mail, telephone, text message or post.
- opt in to receive marketing from third party partners by e-mail, telephone, text message or post.

if individuals have agreed that the College can use their information for marketing purposes, individuals can change their mind easily, via one of these methods:

Unsubscribe by clicking the link in each email;

- By e-mailing [dataprotection@cavc.ac.uk](mailto:dataprotection@cavc.ac.uk);
- By writing to us at The Data Protection Officer, Cardiff and Vale College, City Centre Campus, Dumballs Road, Cardiff CF10 5FE.

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## Links from the College website

The College website may contain links to other websites. Please note that the College has no control of websites outside [www.cavc.ac.uk](http://www.cavc.ac.uk). If an individual provides information to a website to which the College links, it is not responsible for its protection and privacy. Individuals are advised to read the privacy policy or statement of other websites prior to using them.

## People who use the College's services

The College hold the details individuals provide in order to deliver programmes of study, Apprenticeships, workforce development programmes and other services which meet specific needs.

It only uses these details to provide the service an individual has requested and for other closely-related purposes. For example, it might use information about people who have enquired about a course, to carry out a survey to find out if they are happy with the level of service they have received, or it might use information about an employer offering a student work experience, to contact them about a new Apprenticeship scheme or grant.

Information may by necessity be disclosed to appropriate staff members of the Cardiff and Vale College and to government bodies (to fulfil the College's statutory responsibilities) such as the Welsh Government's Department for Education and Skills, Estyn, and auditors, or to local partners.

## People who use the College's commercial services

If someone is a customer of a commercial service of the College (e.g. The Classroom, Glamorgan Suite, Urbasba) the information an individual provides the College with to enable them to deliver that service will only be held and used for that purpose or for other closely-related purposes.

## People who request information from Cardiff and Vale College

If an individual requests information from the College by letter, telephone, email, submitting an enquiry card or from a sales appointment, the College will make a record of that enquiry and will use the information to provide the individual with a response. It will only use the information for these purposes and to provide a follow-up service to ensure that it provided the individual with what they asked.

## Accessing your own personal information

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Individuals have the right to ask for a copy of any of their personal information held by Cardiff and Vale College. They can make a 'subject access request' under the Data Protection Act 2018.

The easiest way to make a request is to email the Data Protection Officer at [dataprotection@cavc.ac.uk](mailto:dataprotection@cavc.ac.uk).

## Requesting to delete personal data

One of the key principles which underpins the GDPR is the right of an individual to request the deletion or removal of personal data where there is no compelling reason for its continued processing. This is also known as the right to be forgotten.

The easiest way to make a request is to email the Data Protection Officer at [dataprotection@cavc.ac.uk](mailto:dataprotection@cavc.ac.uk).

The Data Protection Act 2018 doesn't provide an absolute right to have your personal information deleted by an organisation (for example they do not need to delete personal information if they are obliged to keep it by law or have another legitimate reason to keep it) the College will consider such requests on a case-by-case basis.

Any requests from individuals to:

- have inaccurate personal data rectified (right to rectification),
- restrict or suppress their personal data (right to restrict processing),
- obtain and reuse their personal data for their own purposes across different services (right to data portability),
- object to how their personal data is used,

should be made directly to the Data Protection Officer at [dataprotection@cavc.ac.uk](mailto:dataprotection@cavc.ac.uk)

## Complaints and Queries

If you have any questions about the College's collection and use of personal data, or would like further information, please contact the Data Protection Officer at [dataprotection@cavc.ac.uk](mailto:dataprotection@cavc.ac.uk).

If you have a concern about the way Cardiff and Vale College has handled or is handling your personal information, or you wish to make a complaint because we have not complied with our obligations, you can make a complaint to the Information Commissioners Office (ICO). You should raise your concerns within three months of your last meaningful contact with the College. Details of



how to do this are on the Information Commissioners Office website  
<https://ico.org.uk/concerns/handling>

By post: If your supporting evidence is in hard copy, you can print out the form and post it to the ICO (with your supporting evidence) to:

Customer Contact  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow SK9 5AF

## Changes to this Privacy Notice

The College will keep this Privacy Notice under regular review and reserve the right to change it as necessary from time-to-time or if required by law. Any changes will be immediately posted on the website.

## Location and Access to the Notice

This is available from the website/ staff intranet and may be out of date if printed. There is a Welsh version of this document available.

**Date approved:** 20/02/2024

**Approved by:** CQSA

**Next Review date:** 20/02/2026

**Responsible Manager:** Director of Information Services and Technology

**Executive Lead:** Deputy Chief Operating Officer

**Accessible to Students:** Yes

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