

The Link Privacy Notice

Who is the Data Controller?

We are the data controller of personal information about you. We are Walsall College. Our address is, Wisemore Campus, Littleton Street West, Walsall, WS2 8ES.

If you have any questions about this policy or the ways in which we use your personal information, please contact our Data Protection Officer on 01922 657014 or dataprotection@walsallcollege.ac.uk

What personal information does Walsall College collect?

- Name, date of birth and gender
- Contact details – including address, telephone number and email address
- National Insurance Number
- Details of previous qualifications, employment and educational history,
- Information about nationality and residency, and previous address if applicable
- Information about medical or health conditions, including the existence of a learning Disability or difficulty
- Ethnicity / Nationality
- Photo for ID card
- Funding information, bank details
- Household information, this is information regarding the situation of the people in your house
- Information regarding personal circumstances, including whether or not you have an Education Health Care Plan, Child Protection Plan, whether or not you receive Disabled Students Allowance and care information.
- Lesson recordings
- Criminal Offence data

Why does Walsall College collect personal information?

Walsall College collects and processes personal data relating to its learners to effectively manage learning and to meet its statutory obligations as a Further Education College.

Where you ask Walsall College to provide you with information and the services that are offered at The Link we will process your personal data in our legitimate interests. In the course of our legitimate activities, we will respond to your queries and provide the information requested in order to support your needs. To ensure that Walsall College offers a good and responsive service, we consider this use to be proportionate and will not be prejudicial or detrimental to you.

When you engage with The Link, we will ask you to complete a form to gather the information as mentioned above for funding purposes. The information that you provide will be managed through Hubspot.

For more information on the HubSpot Privacy Policy please [click here](#).

How does Walsall College share personal information?

Your information may be shared internally with any Walsall College staff who need the data to provide services to you as a learner. This will include special categories of personal data where necessary.

As a user of The Link we may share your personal data with the partner organisations, this will only be information that is relevant for the purpose of you accessing the support services you may require, so we are able to deliver an effective service to you.

DWP

We will share your personal data with DWP when you are in receipt of benefits or where you may be entitled to claim benefits, for the purpose of supporting you benefit claims where you have joined one of our courses or attended an interview at The Link.

To see how DWP processes your personal data, please view their privacy notice here:

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter>.

Walsall works

We will share your personal data with Walsall Works for the purpose of you gaining support to find jobs, apprenticeships, and access training. Walsall Works provide support for individuals that are 16 years and over, who are not in education, employment, or training, unemployed adults over 50, women returning to the labour market following caring responsibilities, long-term unemployed adults struggling to re-enter employment, and those with poor mental health who are struggling to access and sustain employment.

To see how Walsall Works processes your personal data, please view their privacy notice here:

<https://go.walsall.gov.uk/your-council/privacy-statement>.

National Careers Service (NCS)

We will share your personal data with NCS for the purpose of you gaining free, impartial and personalised careers information, advice and guidance (CIAG) We will only share information that is relevant and only if you are aged 19 and over, or 18 years old and not in education, employment, or training.

To see how NCS processes your personal data, please view their privacy notice here:

<https://nationalcareers.service.gov.uk/help/privacy-and-cookies>.

DWP Black Country Youth Hub

We will share your personal data with the Black Country Youth Hub when you have been signposted to use their services.

To see how DWP Black Country Youth Hub processes your personal data, please view their privacy notice here: <https://www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter>.

Walsall Housing Group (WHG)

If you are a customer of WHG, we will share your personal data in order to confirm that you have engaged with The Link, or if you have joined a course at Walsall College.

To see how WHG processes your personal data, please view their privacy notice here:

<https://www.whg.uk.com/privacy-policy/>.

University of Wolverhampton

We will share your personal data with the University of Wolverhampton, where they may be able to support your higher education needs.

To see how the University of Wolverhampton processes your personal data, please view their privacy notice here: <https://www.wlv.ac.uk/about-us/governance/legal-information/corporate-compliance/data-protection/applicant-privacy-notice/>.

The West Midlands Combined Authority (WMCA)

When you engage on a course with The Link and courses are provided by the WMCA, we will share your personal data for the purpose of complying with our public task.

To see how the WMCA will process your personal data, please view their privacy notice here: https://www.wmca.org.uk/media/lciak0f/2023_2024_privacy-notice.pdf.

NHS Talking Therapies Employment Service

We will share your personal data with NHS Talking Therapies Employment Service with your consent where this service is able to support you.

To see how NHS Talking Therapies Employment Service will process your personal data, please view their privacy notice here: <https://www.blackcountryhealthcare.nhs.uk/help-advice/privacy-statement>.

One Walsall

We will share your personal data with One Walsall with your consent, this is to enable One Walsall to provide you with any support that has been identified.

To see how One Walsall processes your personal data, please view their privacy notice here: <https://onewalsall.org/privacy-policy-cookies/#:~:text=One%20Walsall%20will%20store%20all,or%20alteration%20of%20your%20information>.

Does Walsall College process personal information outside the European Union or the UK?

The College may transfer personal data outside the European Union or UK to other countries on the basis that such countries are designated as having an adequate level of protection or that the organisation receiving the information has provided adequate safeguards (e.g. by way of corporate rules or standard data protection clauses), or where the College is able to explain any associated risks to the individuals concerned and is able to obtain their explicit Consent to such transfers

We will inform you of any envisaged international transfers in the relevant privacy notice.

How does Walsall College protect personal information?

Walsall College takes the security of your data seriously and has internal policies and controls in place to ensure that your data is not lost, corrupted, accidentally destroyed, rendered unavailable, misused or disclosed, and is not accessed except by authorised employees in the performance of their duties. The Data Protection policy is available to view on our website.

How long does Walsall College keep personal information?

All data collected and processed on behalf of the ESFA or HEFCE will be held for as long as we are legally required to do so, as set out in the College retention schedule.

All other data will be held as long as is necessary to fulfil our legal obligations or carry out public functions. Details of how long specific records are retained is set out in the Retention Schedule.

What rights do you have?

As an individual, you have a number of rights. You have the right to be informed about how and why your data is being processed and that is why we include the information in this privacy notice. You can also:

- access and obtain a copy of your data on request;
- require Walsall College to update incorrect or incomplete data;
- require the college to delete or stop processing your data, for example where the data is no longer necessary for the stated purposes of processing (specific circumstances only);
- obtain and reuse your data for your own purposes across different services. (limited circumstances);
- object to the processing of personal information (specific circumstances); and
- object to the processing of your data for marketing purposes, this right always applies. Where the College is relying on its legitimate interests or performance of a public task as the legal basis for processing your personal data, you may also object to the processing and this will be considered on a case-by-case basis.

In certain circumstances you have the right to have your personal data deleted, this is where the College does not have a justification to retain it. Below is a list of circumstances where the College would delete your personal data:

- Where your personal information is no longer necessary for the purpose that the College originally collected and processed it;
- When the legal basis relied on is Consent and you withdraw that consent;
- If we are relying on our legitimate interests as the legal basis for processing and you have objected and your interest's rights or freedoms override our legitimate interests;
- When you have objected to the processing and the College is using your data for direct marketing purposes;
- The personal data was unlawfully processed by the College;
- It is necessary to delete your personal information to comply with a legal obligation;
- The personal information is processed by the College as part of the delivery of information society services to a child under 16 years old. *ISS any service normally provided for remuneration, at a distance, by electronic means and at the individual request of a recipient of services. e.g. websites, apps, search engines, online marketplaces and online content services such as on-demand music, gaming and video services

However, the right to be forgotten does not apply where the College relies on the following:

- To comply with a legal obligation;
- In order to carry out a task in the public interest or in the exercise of our official authority as a public body and institute of higher education;
- To establish, exercise or defend legal claims;
- To exercise the right of freedom of expression and information;

- For archiving purposes in the public interest, scientific research, historical research or statistical purposes where erasure is likely to make it impossible or considerably difficult for to do this.

If you would like to exercise any of these rights, please visit our Individual Rights page on <https://individualrights.walsallcollege.ac.uk/>.

Where we reply upon student consent to process data this consent can be withdrawn at any time by contacting the Sales, Training & Employment Manager at csquire@walsallcollege.ac.uk.

What if I do not provide personal data?

Data that is mandatory to provide will be highlighted on your enrolment form and failure to provide mandatory data required by the College to meet legal obligations in regard to provision to teaching and learning, safeguarding or other statutory obligation will impact on your ability to enrol or receive funding.

How to contact us

Please contact us if you have any questions about this Privacy Notice, or information we hold about you:

By Email: dataprotection@walsallcollege.ac.uk
In writing: Data Protection Officer
Walsall College
Wisemore Campus
Littleton Street West
Walsall
WS2 8ES

By phone: 01922 657014

Who can I complain to?

If you believe that Walsall College has not complied with your data protection rights, you can complain to the Data Protection Officer at dataprotection@walsallcollege.ac.uk. You also have the right to complain to the Information Commissioner at www.ico.org/concerns or by contacting the ICO helpline on 0303 123 1113.

Changes to the Privacy Notice

This Privacy Notice is regularly reviewed. This is to make sure that we continue to meet the highest standards and to protect your privacy. We reserve the right at all times, to update, modify or amend this Notice. We will not significantly change how we use information you have already given to us without your prior agreement. The latest version of this Notice can be found at on the College's website. This Privacy Notice was last updated on 13 November 2024.