



HILLINGDON

LONDON

DATA PROTECTION PRIVACY NOTICE FOR ADULT AND COMMUNITY LEARNING

Why are we providing this Notice to you

The Council, in its capacity of Data Controller, holds certain information about you ('personal data') which it needs to process for the purpose of providing the following service, Hillingdon Adult and Community Learning (HACL). This Notice is designed to give you information about the personal data we hold about you, how we will use it, your rights in relation to it and the safeguards that are in place to protect it.

Further information is contained in the Council's Generic Data Protection Privacy Notice which can be found on its website at www.hillingdon.gov.uk/privacy.

What personal data do we hold

The types of data we hold and process will typically include:

- Your name, address, telephone numbers, e-mail addresses, emergency contact details, details of any learning difficulties.
- Enrolment data, including bank details if you pay by direct debit, eligibility and employment status and information about any disabilities and/or learning difficulties.
- Your photograph for your identity badge.
- Emotional health and wellbeing data, and records of any concerns under our Staying Safe Policy.
- Qualification data, including awarding body registrations, identification of any support needs and records of the support we put in place.
- Information about your learning history, identification of your starting point through initial assessment, and what you want to achieve by taking the course.
- Achievement data, including records of your progress throughout your course and beyond.
- Feedback about your experience with HACL.

We obtain some of this data directly from you and we may also obtain it from other sources. Where this is the case, we will set out in this Notice the identity and the contact details of the relevant data controller and also the contact details of their data protection officer, where applicable. We will also identify from which source the personal data originates, and if applicable, whether it came from publicly accessible sources.

We will also let you know the recipients or categories of recipients of the personal data, if any.

What is our purpose for processing your personal data

The information we collect is always for the purpose of meeting our statutory, contractual and legal obligations to our funders, to awarding bodies and to our learners.

We strive to provide the best service possible that meets the needs of Hillingdon's residents, which is why we ensure we learn about your start point and what you want to achieve as a result of your learning prior to enrolment, especially where qualifications are involved. The data we collect helps us to place you in the most appropriate class, where we monitor your progress closely through an individual learning plan and put the right support in place should you have a disability or learning difficulty or just need a little help to complete your course.

We receive some funding from the Council, allowing us to offer concessionary costs to Hillingdon residents, but most of our funding comes from a contract with the Education and Skills Funding Agency which includes a subsidy from the European Social Fund. We submit regular data returns in order to access this funding, including data from learner surveys, and we must adhere to strict eligibility rules for enrolments, which is why we request some specific data such as employment and household status when you enrol.

Other opportunities can also arise for additional funding for specific purposes and projects. If we feel these might benefit residents we submit a bid. If we are successful we again need to submit data returns to those bodies in order to meet contractual funding criteria, often similar to those returns described above. This is all public funding and as such is subject to data audit by those agencies.

The service is subject to inspections that monitor the quality of the service we offer you, such as Ofsted every three years, and awarding bodies monitor the effectiveness of the qualifications we offer every year. These parties may request data that is pertinent to their inspections, such as individual learning plans or specific surveys to collect feedback from learners, and any learner may be asked to meet an inspector or awarding body representative during their inspection so that inspectors are fully informed about the quality of the provision we offer.

Finally, we have a statutory duty to ensure our staff and learners are safe and where we receive a disclosure that this is not the case we have policies and procedures in place to investigate the situation. This information may have to be shared with other agencies, such as the police, so we cannot promise confidentiality, however only Designated Safeguarding Officers are involved in these investigations and the data is kept securely within the service.

If we intend to process your personal data for a purpose other than that for which the personal data was collected, we shall provide you details of that other purpose before we start processing your data.

What is the legal basis for our use of your personal data

- We need it to comply with a legal obligation.
- We need it to perform a task in the public interest.
- We need it to for the purpose of entering into a contract between the Council and certain individuals.

What we do if your personal data is sensitive

We will only process your sensitive personal data with your consent, unless we can lawfully process it for another reason permitted by law. If we rely upon your consent, then you will have the right to withdraw it at any time by letting us know. The sensitive personal data that we will process is nationality, gender and racial or ethnic origin.

For how long will we hold your personal data

We will only keep your personal data for as long as we need to in order to fulfil the purpose[s] for which it is collected and for so long afterwards as we consider it may be required to deal with any questions or complaints about the service which we provide to you, unless we elect to retain your data for a longer period in order to comply with our legal and regulatory obligations.

Organisations that we may share your personal data with

The circumstances in which the Council may do this are set out in the Council's Generic Data Protection Privacy Notice.

What happens if you provide personal data to us because of a statutory or contractual requirement?

The Council's contract with the Education and Skills Funding Agency (ESFA) provides the majority of public funding for the courses we offer and enrolments are therefore subject to ESFA rules, regulations and scrutiny. In enrolling you are obliged to provide personal and sensitive information in order to become eligible for that funding. If you fail to provide it we will not be able to offer you a place on the relevant course.

What happens if your personal data is subject to automated decision-making including profiling?

When you join us at an information, advice and guidance session about taking a qualification course, we ask you to undertake automated tests in English, maths and ICT in order to ascertain your start point. The results from this are combined with a piece of free writing and an individual interview with a subject tutor or manager, and provide a basis for the class/es we suggest you take, e.g. beginners or advanced.

The class tutor uses these results as a basis to plan the class around the needs of learners and the help him/her negotiate individual learning plan goals with each learner.

This has proved very effective in placing learners in the class that best meets their needs and you will not be able to enrol in a qualification class without this information.

Your rights

You have a right to access and obtain a copy of the personal data that we hold about you and to ask us to correct your personal data if there are any errors or it is out of date. In some circumstances, you may also have a right to ask us to restrict processing of your data until any errors are corrected, to object to processing or to transfer or [in very limited circumstances] erase your personal data. You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline 0303 123 1113.

If you wish to exercise any of these rights, please contact Debbie Hunn. You also have the right to lodge a complaint in relation to this Privacy Notice or our processing activities with the Information Commissioner's Office, which you can do through the website above or their telephone helpline.

We may from time to time ask for further information from you. If you do not provide such information, or ask that the personal data we already hold is deleted or restricted, this may affect the service that we provide to you.

Updates

We may update this notice periodically. Where we do this, we will inform you of the changes and the date on which the changes take effect.

Contacting us

Please contact Debbie Hunn for further information

Service Manager for HAFL,
Brookfield Adult Learning Centre,
Park Road,
Uxbridge UB8 1NP
Email dhunn@hillingdon.gov.uk Telephone: 01895 676690

Statutory Data Protection Officer

You may also contact our Data Protection Officer for further information:

Glen Egan, Acting Head of Legal Services and Monitoring Officer
Civic Centre, High Street,
Uxbridge UB8 1UW

E-mail: gegan2@hillingdon.gov.uk Telephone: 01895 277602