

Walsall College Business and Sports Hub 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.

Our Data Protection Officer is Gurpreet Sandhu. 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.

This privacy notice tells you what to expect when Walsall College collects personal information. It covers why we collect personal information, how we use it and how we keep it secure.

We will obtain personal information from you when you;

- Complete an online Sport and Fitness Centre Membership Agreement
- Complete a Business Incubation Membership Agreement
- Book a table within The Littleton Restaurant
- Book a conference or event
- Book a place onto our commercial courses

What personal information does Walsall College collect?

We will collect the following personal information:

- Contact details.
- Bank details (we do not store your bank details on our web servers.
- Invoice address (if applicable).
- Health information.
- Biometric data (fingerprint). i.e. gym membership only and optional

Events

When booking an event, we will collect the following information:

- Name
- Job title
- Contact information including email address and telephone number
- Demographic information,
- Website usage data (if you are filling in an online form)
- Other information relevant to enquiries and events

Why does Walsall College collect personal information?

Walsall College is committed to being transparent about the data it collects and uses that data lawfully in line with its data protection obligation.

We collect personal information about you to effectively manage your learning and to meet our statutory obligation as an educational setting.

We will use your personal information to provide you with the services, products or information that you have requested and for administration purposes.

Collecting this data helps us to understand what you are looking for from Walsall College Business and Sports hub, enabling us to deliver improved services. Specifically we may use data:

- For our own internal records.
- To improve the services we provide.
- To contact you in response to a specific enquiry.
- To send you information by email and/or text about news, events and activities, which we think, might be relevant to you.
- To contact you via email and/or text for market research reasons.

The lawful basis we rely on are: Legal obligation, fulfilling a public function, consent and where it is necessary for the performance of our contract with you.

When we use this information we rely on the fact that this information is either 'necessary for a contract' or we use it in the pursuit of our 'legitimate interests' and we are satisfied that these have been balanced with the interests of our customers.

How does Walsall College share personal information?

Your information may also be shared internally with Walsall College staff who need the data to provide teaching and learning services to you. This will include special category data, where necessary.

We will share your information with our service providers, agents and associated organisations. These include; Ashbourne Membership Management Systems Ltd, Open Table, The Best of Walsall and Trip Advisor. This is to allow us to service your membership, Restaurant booking, reviews and communicate with you. We will not pass your information to any other parties for the purpose of marketing or promotion.

We may also need to disclose your information if required to do so by law.

Does Walsall College process personal information outside the EEA?

Walsall College may transfer personal data outside the European Union 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 obtains your 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 personal information seriously and has internal policies and controls in place to ensure that your information 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 <https://www.walsallcollege.ac.uk/wp-content/uploads/2022/11/Data-Protection-Policy.pdf>, or can be collected from the Data Protection Officer.

We use a secure server and also take appropriate measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only for 1 month after the end of your membership. What about other uses, end of booking etc or is this on retentions schedule which can be referred to

How long does Walsall College keep personal information?

All Personal Information 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. The Retention Policy takes into account the need to meet any legal, statutory and regulatory obligations.

Any information that is no longer required will be disposed of securely. We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements

We keep information given to us at events for 2 years. Email and phone numbers are kept until you unsubscribe from mailing lists, which you have subscribed to.

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 interests 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
- 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 rely upon student consent to process data this consent can be withdrawn at any time by contacting Walsall College

What if I do not provide personal information?

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 our privacy policy

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 31 March 2023.