

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?

When you study at Walsall College or Construction College Midlands (CCM), we may collect the following personal data about students:

- 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
- Information you provide through UCAS and other admission procedures.

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 and to support the delivery of Apprenticeships. Walsall College is committed to being transparent about data it collects and uses that data lawfully in line with its data protection obligations.

The above information is collected in in order to meet our legal obligations with the Education Skills & Funding Agency and Higher Education Further Council for England. The information is also necessary in order for us to carry out our public task to provide education and training.

Information about your Household is collected to meet our administrative responsibilities carried out as a public task in the public interest for European Social Fund (ESF) match funding purposes. ESF supports activities to extend and develop employment opportunities and to develop a skilled workforce.

Where the organisation processes other special categories of personal data, such as information about ethnic origin, disability or health, this is done for the purposes of equal opportunities monitoring, monitoring of our service provision and to improve our services to specific groups. Our lawful basis for this is Equality of opportunity or treatment. We may also need to process special categories of personal data to support funding requirements which is supported by the 'substantial public interest condition for processing this type of data.

Some personal and special category personal data is processed so we can personalise the provision to each learner to provide you with best possible opportunities to succeed which relies on individual Consent.

For any information that has been supplied under the lawful basis of Consent, your consent can be withdrawn at any time, by contacting the data protection team
dataprotection@walsallcollege.ac.uk

1. Contact details will not be used for marketing or survey purposes without your Consent, which can be withdrawn at any time. However, the college will use the contact information to contact you in order to carry out our public task duties (Delivery of Educational Services), for example to notify you of a change of course date or to receive details of the course you have enrolled onto, and also to obtain data where legally required, such as destination surveys.

2. We collect / process data about criminal offences / convictions in order to comply with our safeguarding of children and those at-risk legal obligation to implement appropriate safeguards for the rights and freedoms of data subjects, and for the prevention and detection of unlawful acts.

3. We collect emergency contact details for those over the age of 18 at the start of the academic year, the provision of this information will require consent and is therefore optional.

4. As part of our duty as an education provider we may need to contact your parent/guardian to share information relating to progress on your programme of study. This is part of our Public Task and is a duty of education providers for students under the age of 19.

If for any reason you do not wish for your parent/guardian to be contacted, you will be given the opportunity to tell us this, and we will organise a personal review to discuss your circumstances.

5. As part of our duty to keep students, staff and visitors safe and to prevent Student ID badge fraud. We will randomly scan student ID badges; this is to ensure the correct students are in College. The ID scanner will use your ID photo and timetable.

Applications and Interviews

We will collect details of an emergency contact. This is so we can contact someone on your behalf in the event of an emergency during any point of your interview at College. In accordance with our Retention Schedule, we will hold this information for a period of 12 months. The lawful basis for this processing is that it is necessary to support our legitimate interests relating to student safety and well-being.

Enrolment

We will collect parent information such as, name, phone number, and email address for 16-18 and any pre-16 students, we will use this information to contact parents regarding your commitment to the College's behaviour policy and to invite them to a parent's evening to discuss your progress on the course. The lawful basis for this processing is that it is necessary to support our legitimate interests relating to student safety and well-being.

Teaching

As part of the delivery of our courses to you, our staff will collect the work that you create (e.g. for marking purposes), we will use your information for the purposes of teaching you and measuring your achievements. This information is processed as part of our public interest task of providing educational services to you.

We also hold other information about you relating to your studies at Walsall College such as, attendance, progress and any disciplinary or behaviour records; records of applications for support and bursaries; information, advice and guidance; records of tutorials; work experience; exam achievement; and any other information collected as part of your education and training programme. Some this is processed as it is necessary for our contract with you, some is necessary to support our public task of delivering educational services and some is necessary to support our legitimate interests as an educational provider.

Recorded Teaching Sessions

We will be recording some of our teaching sessions that are recorded through Teams, Zoom or Google Classrooms. The purpose of recording teaching sessions is part of our legitimate interests. This applies when the data processing is not required by law but is of a clear benefit to the organisation or the individual, there is limited privacy impact on you as the individual, and we are satisfied that students would reasonably expect us to use the personal data in this way. Tutors do not need to ask permission to record the session, either on campus or if being delivered online. However, we will always notify students that a session is being recorded before the session starts.

For more information please read our Privacy Notice for Lecture Recording,
<https://www.walsallcollege.ac.uk/wp-content/uploads/2021/01/Recorded-Session-Privacy-Notice.pdf>

The sessions will be stored on the mentioned systems for one calendar year, after this period the recording will be deleted.

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.

Where Walsall College engages non-statutory third parties (Data Processors) to process personal data on its behalf, we require them to do so on the basis of written instructions, and they are obliged to implement appropriate technical and organisational measures to ensure the security of data.

The organisation shares your data with third parties where there is a legal or contractual obligation. Including awarding bodies, Student Finance England, Debt Collection agency, ESFA, HEFCE, Learner Records Service (LRS) and Walsall Council/Schools for learners aged 16-18 for destination data.

Where your course is fully or partially funded by the ESFA, as part of our contract with the ESFA, we are required to monitor student destinations, 3-6 months after the completion of your programme. Walsall College will do this by sharing your contact details with a designated and approved destination survey collection organisation. This process is designed to ascertain the impact of funded courses by identifying if you have gone on to employment or further learning as a result of

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the funded programme delivered by the College. The collection and use of this information for this purpose is necessary for this contract and the legitimate interests of the College.

We share the personal data with Office for Students (OfS), Student Loan Company (SLC), Department for Education (DfE), National Student Survey (NSS) and the Universities and Colleges Admissions Service (UCAS).

Information shared with the ESFA

The Education and Skills Funding Agency (ESFA) issue this privacy notice, on behalf of the Secretary of State for the Department of Education (DfE). It is to inform learners how the DfE, the ESFA (an executive agency of the DfE), will use their personal information and any successor bodies to these organisations. For the purposes of relevant data protection legislation, the DfE is the data controller for personal data processed by the ESFA.

Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR). Your information will be securely destroyed after it is no longer required for these purposes.

Your information may be shared with third parties for education, training, employment and well-being related purposes, including for research. This will only take place where the law allows it, and the sharing is in compliance with data protection legislation.

The English European Social Fund (ESF) Managing Authority (or agents acting on its behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training.

Further information about use of and access to your personal data, and details of organisations with whom we regularly share data, information about how long we retain your data, and how to change your consent to being contacted, please visit: [ESFA: privacy notice - GOV.UK](#)

You can agree to be contacted about courses or learning opportunities and for surveys and research by post, phone or e-mail. Your preferences and agreement to be contacted will be collected on your enrolment form and can be updated at any time by contacting dataprotection@walsallcollege.ac.uk.

Information Shared with the Learner Records Service (LRS)

The information you supply is used by the Education and Skills Funding Agency, an executive agency of the Department for Education (DfE), to issue you with a Unique Learner Number (ULN) and to create your Personal Learning Record, as part of the functions of the DfE. For more information about how your information is processed, and to access your Personal Learning Record, please refer to: <https://www.gov.uk/government/publications/lrs-privacy-notices>.

Information Shared with Personal Learning Record (PLR)

When you apply for a course or enrol with the College, we will review your previous learning through your Personal Learning Record (PLR). This allows us to confirm your eligibility for your chosen course, ensure that you are placed on the right level of study, and avoid unnecessary duplication of qualifications you may already hold. Accessing your PLR also helps us provide you with the right advice and guidance about progression opportunities and funding eligibility.

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We will only use this information to support your education and training with the College, and your PLR will be handled securely in line with data protection regulations.

Information Shared with Student Bursaries – Pay My Student

For students applying for Bursaries to help with costs of study, the information is collected through a third-party system managed by Pay My Student. Data collected is solely for the purposes of managing bursary applications and is not shared outside of this function. The College shares this information as part of our tasks carried out in the public interest.

Information Shared with Apprenticeship Electronic Portfolio – Smart Apprentice

When enrolling onto an Apprenticeship, Walsall College will share your data with Smart Apprentice who provide electronic portfolio (e-portfolio) via a web-based application. The College shares this information as part of our tasks carried out in the public interest.

The College also uses an external party VLE to process Apprenticeship onboarding. This information is processed on behalf of Walsall College and the relevant employer and is subject to requirements and obligations under the UK GDPR.

The VLE Privacy Notice can be found <https://vlesupport.co.uk/privacy-policy/>

Information Shared with Prospects

Walsall College shares data at various points through the year with Prospects. This data includes Applications & Progression Data (learners who are hoping to either return to the College or have applied to study at the College in the current academic year). Enrolment Lists (details of any learner who is studying at Walsall College) and Starters/Leavers Data (details of any learner who has either started at or left Walsall College in the previous month). It is shared via a secure web-based application. The College shares this information as part of our tasks carried out in the public interest.

Information Shared with West Midlands Combined Authority

For students whose course is funded by the West Midlands Combined Authority (WMCA), you may be contacted by the authority (or agents acting in its behalf) in order for them to carry out research and evaluation to inform them of the effectiveness of the training received.

To read about how WMCA use your personal data, please visit their website <https://www.wmca.org.uk/media/3148/aeb-privacy-notice-2019-20.pdf>.

Information Shared with Department for Work and Pensions (DWP)

For students that are referred through DWP for courses with Walsall College, we will share your attendance and progression information the Job Coaches that you are assigned to. We will share your personal data with DWP where it is the legitimate interests of the College to do so; we will only share information where such interests are not overridden by the interests, rights and freedoms of the individual.

To read about how DWP use your personal data, please visit their website: <https://www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter#how-dwp-shares-information-about-you>

Information Shared with the Police

The College will share your personal details with the police for crime prevention and detection purposes.

Information Shared with Purlos

As part of our contractual obligations with the DfE, Walsall College shares limited personal data with Purlos to support the collection of destination data for students who have recently left the College. This information helps track students' progression into further education, employment, apprenticeships, or other post-College destinations, ensuring compliance with statutory reporting and enhancing support for learners. Purlos acts as a data processor on behalf of the College, and all data sharing is carried out in accordance with data protection legislation. For further information on how Purlos manages and safeguards personal data, please refer to the Purlos Privacy Notice; <https://www.purlos.com/privacy-policy/>.

Information Shared with Chatbot (Copilot)

The College website includes an AI-powered chatbot, known as Copilot, which is designed to provide instant assistance to users by answering questions related to courses, applications, support services, and other general enquiries. When you interact with Copilot, the chatbot may collect information you voluntarily provide—such as your name, the type of query, or general feedback—to help improve the quality and relevance of responses. This data may be reviewed by staff for training and service improvement purposes. Copilot does not make any automated decisions that have legal or significant effects. Users are encouraged not to share sensitive personal data or confidential information through the chatbot. All data collected is processed in accordance with applicable data protection laws.

Information Shared with The Trussell Trust

The College will share your full name and address when we send a referral to The Trussell Trust, this so they are able to offer a service to you. We will share your personal data with The Trussell Trust where it is the legitimate interests of the College to do so; we will only share information where such interests are not overridden by the interests, rights and freedoms of the individual.

Information Shared with MyConcern

The College uses the MyConcern system for all our safeguarding records to ensure our obligations of safeguarding our students are met.

Information Shared with Togetherall Ltd

If you sign up to the Togetherall Ltd services your personal data will be collected by Togetherall Ltd, so they are able to provide a service to you. When using the platform your personal data will be in an anonymised format, however, Togetherall Ltd will have access to your personal data, this is to ensure that all members are safe when using their services. To read Togetherall Ltd.'s Privacy Notice in full, please visit <https://togetherall.com/en-gb/privacy-policy/>.

Wisdom App (Health Assured)

When you use the Wisdom App, Health Assured will collect some personal information about you. This includes your name, address, phone number, gender, date of birth, and email address. This information is collected so that they can provide you with the support and services available through the app.

The Health Assured support line is a separate service offered to Walsall College. Health Assured provides a confidential service and the information you discuss with their helpline support workers is not routinely provided to the College unless your health, wellbeing or welfare is judged to be at imminent risk. In these circumstances and where the support worker thinks you need additional support, they will seek your consent to share your name and information about their concerns with the Safeguarding and Wellbeing team, so that they can provide you with further help. In some circumstances where you are not able to provide consent or where you refuse consent, Health Assured may still decide to share relevant information with the College where it is necessary to protect your or another person's vital interests.

For full details about how your information is used and protected, you can view the complete Wisdom App Privacy Notice on their website: <https://www.healthassured.org/privacy-policy/>

Apprenticeships

Information Shared with Awarding Bodies

Walsall College will share your personal data with relevant awarding bodies in order to accredit your qualifications. The personal data that is shared with the awarding body will only be what is necessary for the awarding body to carry out the accreditation of your qualification.

Awarding Body employees, such as, External Verifier's and moderators, may contact you via the telephone number that you have provided the College. This is to ensure that the College has delivered the qualification correctly and that you have been happy with how the qualification has been taught.

Information Shared with Employers

We may share your Unique Learner Number and your Individual Learning Plan with your employer where it is the legitimate interests of the College to do so; we will only share information where such interests are not overridden by the interests, rights and freedoms of the individual.

If an Apprentice receives either a Student Support meeting or disciplinary, we may share the information with your employer, and they may be invited to the meeting. We will only do this where it is the legitimate interests of the College to do so; we will only share information where such interests are not overridden by the interests, rights and freedoms of the individual.

Apprenticeship Information Shared with National Federation of Roofing Contractors Limited (NFRC)

For Apprentices that are enrolled onto a Construction Apprenticeship, we will share your Employment Support Plan with NFRC to help support you with your employment and career opportunities.

Work Experience

When you are completing virtual work experience, we ask you to use the following platforms to complete your hours.

Navigate Learning LTD

We use Navigate Learning LTD where work experience is undertaken. We will ask you to record any work experience activities using the Navigate app. To view how your personal data is used, please see their privacy notice: <https://www.navigate.uk.com/privacy-policy>.

Speakers for Schools

You will be asked to make an account when using the Speakers for Schools website, to enable you to access their work experience opportunities. Once you have found a work experience opportunity it will be authorised by the College. The hours spent on your work experience will be shared by Speakers for Schools with the College, the purpose of this, is so we can record the total work experience hours undertaken by you.

To view how Speakers for Schools processes your personal data, please view their privacy notice: https://www.speakersforschools.org/privacy-centre/?_gl=1*1uye0kp*_up*MQ..*_ga*MTY3MDUzMMDM3NS4xNzI4NjM3NDU5*_ga_EPYXKPC6NJ*MTcyODYzNzQ1OC4xLjAuMTcyODYzNzQ1OC4wLjAuMA..*_ga_RQ9LRBZ3X8*MTcyODYzNzQ1OC4xLjAuMTcyODYzNzQ1OC4wLjAuMA..*_ga_F6E7MDDVYJ*MTcyODYzNzQ1OC4xLjAuMTcyODYzNzQ1OC4wLjAuMA.

Springpod

You will be asked to make an account when using the Springpod website, to enable you to access their work experience opportunities. Once you have found a work experience opportunity it will be authorised by the College. The hours spent on your work experience will be shared by Springpod with the College, the purpose of this, is so we can record the total work experience hours undertaken by you.

To view how Springpod processes your personal data, please view their privacy notice: https://legal.springpod.com/privacy-policy#_gl=1*12caua5*_gcl_au*MTY0MjczMjQwNy4xNzI4Mzg5NTQ5.

Work Experience Employers

We may share your personal data and attendance with your work experience employer where it is the legitimate interests of the College to do so; we will only share information where such interests are not overridden by the interests, rights and freedoms of the individual.

Career Guidance Service

Walsall College will contact you by telephone, email or post in order to offer a Careers appointment with a Level 6 qualified Careers Officer in line with the Government's Careers Strategy.

Bottomline Technologies for students or customers completing a Direct Debit Mandate

Where it is agreed that you will set up a direct debit payment instalment, we use a third party to collect your details by using a web form. They will collect your name, address, student ID number, and bank details.

Your information will be stored with Bottomline Technologies for 12 months. Walsall College will download your payment details from the Bottomline Technologies system, and the record will then be kept for 7 years from the date of your last instalment payment.

To view how your details will be processed by Bottomline Technologies, please view their Privacy Policy here: <https://www.bottomline.com/uk/privacy-policy>.

Sports Students using the Fika Mental Fitness App/Website

As part of your sports course, you may be asked to access the Fika Mental Fitness app or website. Fika Mental Fitness are a third-party data processor, by using their app or website you will be subject to their Privacy Policy.

To read how Fika Mental Fitness will use your personal data, please visit their website: <https://www.fika.community/privacy>.

Level 3 Students using Unifrog

We currently share your name and email address with Unifrog where you are studying on a level 3 programme at Walsall College. Unifrog is an online platform to help students with their university applications.

To read how Unifrog will use your data, please visit their website: <https://www.unifrog.org/privacy-notice-student>.

Students using Century Tech

For students that are studying GCSE and functional skills English and Maths as part of your course you will use the Century Tech software to allow tutors to set work, monitor your engagement with the course. We will share the following information with Century Tech; ID number, date of birth, full name, and your college email address.

Century Tech uses your personal data for the purpose of training their AI model and to suggest personalised learning paths to you. To view how Century Tech uses AI, please visit their website: <https://www.century.tech/news/how-does-centurys-ai-work/>.

To read how Century Tech will use your personal data, please visit their website: <https://www.century.tech/wp-content/uploads/2022/06/CENTURY-Tech-Privacy-Policy.pdf>.

Students using the Moodle Mobile App

As part of your course, you may be asked to access the Moodle Mobile App. Moodle Mobile App are a third-party data processor, by using their app you will be subject to their Privacy Policy.

To read how Moodle Mobile App will use your personal data, please visit their website: <https://apps.moodle.com/admin/tool/policy/view.php?versionid=2>.

Looked After Children

We will share your person data, such as your name, date of birth, telephone number, and course details with the Care Leavers Covenant, this is so they are able to provide a support service to you.

To read how the Care Leavers Covenant will use your data, please visit their website:

<https://mycovenant.org.uk/privacy-policy/>.

Media Students

As part of their course, Media students will be carrying out filming activities on the College campuses. This may include capturing video footage in a variety of areas where students, staff, and visitors are present. Clear signage will be displayed to indicate when filming is taking place in specific locations. By entering these areas, individuals may appear in the background of recorded material. The College is committed to respecting privacy, and every effort will be made to minimise disruption.

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
- 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/>.

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 20 October 2025.