

Privacy Notice Business Contacts

Under data protection law, individuals have a right to be informed about how the College uses any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data in relations to contact with business

We, East Norfolk Sixth Form College are the 'Data Controller' for the purposes of data protection law. Our data protection officer is Lisa Bell (see 'Contact us' below).

The personal data we hold

Personal data that we may collect, use, store and share (when appropriate) nominated business contacts includes, but is not restricted to:

- Contact details
- Contact preferences
- Communication records in relation to college communicating nominated contacts in a business

Why we use this data

We use this data to:

- Support student learning
- Support student volunteering and/or work placements
- Monitor and report on student progress
- Protect student welfare
- Assess the quality of our services
- Carry out research
- Comply with the law regarding data sharing

Our legal basis for using this data

We only collect and use business contacts personal data when the law allows us to. Most commonly, we process it where:

- We need to comply with a legal obligation
- We need it to perform an official task in the public interest

Less commonly, we may also process nominated contacts personal data in situations where:

- We have obtained consent to use it in a certain way
- We need to protect the individual's vital interests (or someone else's interests)

Some of the reasons listed above for collecting and using nominated contacts personal data overlap, and there may be several grounds which justify our use of this data.

Collecting this information

Whenever we seek to collect information from you, we make it clear whether providing it is mandatory or optional. If it is mandatory, we will explain the possible consequences of not complying.

How we store this data

We keep personal information regarding business contacts in the College's customer relationship management system. Our record retention schedule and records management policy sets out how long we keep information about students.

Please refer to the retention schedule and records management policy on the College's website.

Data sharing

We do not share information about the nominated contact with any third party without consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law) we may share contact information:

- *Our local authority – to meet our legal obligations to share certain information with it, such as safeguarding concerns and exclusions*
- *Central and local government*
- *Our auditors*
- *Health authorities*
- *Health and social welfare organisations*

Business contacts rights regarding personal data

Individuals have a right to make a '**subject access request**' to gain access to personal information that the College holds about them.

Nominated contacts have the right to make a subject access request with respect to any personal data the College holds about them.

If you make a subject access request, and if we do hold information about you, we will:

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from you
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

Individuals also have the right for their personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a request, please contact our data protection officer.

Other rights

Under data protection law, individuals have certain rights regarding how their personal data is used and kept safe, including the right to:

- Object to the use of personal data if it would cause, or is causing, damage or distress
- Prevent it being used to send direct marketing
- Object to decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact our data protection officer.

Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact our data protection officer.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our **data protection officer**:

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