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**GDPR/Data Protection Policy**

**Policy Ref: ARK12v1**

Produced by the Head of Centre, Head of Teaching and Learning.

This policy will not discriminate either directly or indirectly against any individual on grounds of sex, race, ethnicity or national origin, gender, sexual orientation, marital status, religion or belief, age, disability, socioeconomic status, offending background or any other personal characteristic.

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**Date of Next Review:**

July 2022

1. **Definitions**

Throughout this policy document **The Ark Wigan Ltd** is referred to as ‘The Ark’.

1. **Introduction**

This Policy (and the other policies and documents referred to in it) sets out the basis on which The Ark will collect and use Personal Data either where The Ark collects it from individuals itself, or where it is provided to The Ark by third parties.

It also sets out rules on how The Ark handles, uses, transfers and stores Personal Data.

It applies to all Personal Data stored electronically, in paper form, or otherwise.

1. **Scope**

This policy should be read in conjunction with the following documents:

* The Ark Data Rights Policy
* The Ark Data Breach Policy
* The Ark Privacy Notice for Students

A full list of definitions is provided in Appendix 1.

1. **Policy Statement**

The Ark needs to collect, store and process personal data to carry out its functions and activities as a college. There are many reasons why we need to collect information including Safeguarding, for Health and Safety, to draw down funding for learners, to take fee payments or pay bursaries, or monitoring learning activity are just a few of these reasons.

All staff members within The Ark are committed to protecting the confidentiality and integrity of the personal information it collects in line with the Data Protection Act 2018 and General Data Protection Regulation (GDPR) 2016.

Under data protection law we have to provide details of how our organisation handles personal data about staff, learners and customers for the data protection register.

As an organisation that collects, uses and stores personal data about its employees, learners, suppliers, partners, governors, parents and visitors, The Ark recognises that having controls around the collection, use, retention and destruction of personal data is important to comply with our obligations under Data Protection Laws and in particular its obligations under Article 5 of GDPR.

The Ark has implemented this Data Protection Policy to ensure all College Personnel are aware of what they must do to ensure the correct and lawful treatment of Personal Data.

College Personnel will receive a copy of this Policy when they start and may receive periodic revisions of this Policy. This Policy does not form part of any member of The Ark staff contract of employment and The Ark reserves the right to change this Policy at any time.

1. **Key Documents and Duties**

Please see below the links to the key documents that have influenced this policy:

<https://ico.org.uk/for-organisations/data-protection-act-2018/>

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

<https://gdpr-info.eu/art-5-gdpr/>

1. **Responsibilities**

All members of staff are obliged to always comply with this Policy.

The Ark Personnel must ensure that they keep confidential all Personal Data that they collect, store, use and come into contact with during the performance of their duties.

The Ark Personnel must not release or disclose any Personal Data:

* outside The Ark; or
* inside The Ark to Personnel not authorised to access the Personal Data,

without specific authorisation from their manager or the Data Protection Officer; this includes by phone calls or in emails.

The Ark Personnel must take all steps to ensure there is no unauthorised access to Personal Data whether by other College Personnel who are not authorised to see such Personal Data or by people outside The Ark.

1. **Procedures**

Data Protection Principles

When using Personal Data, Data Protection Laws require that The Ark complies with the following principles. These principles require Personal Data to be:

* processed lawfully, fairly and in a transparent manner;
* collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
* adequate, relevant and limited to what is necessary for the purposes for which it is being processed;
* accurate and kept up to date, meaning that every reasonable step must be taken to ensure that Personal Data that is inaccurate is erased or rectified as soon as possible;
* kept for no longer than is necessary for the purposes for which it is being processed; and
* processed in a manner that ensures appropriate security of the Personal Data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

These principles are considered in more detail in the remainder of this Policy.

In addition to complying with the above requirements, The Ark can demonstrate its accountability in adhering to data protection regulations through the other controls it has in place including, but not limited to, its Data Retention Policy, Data Breach Policy, Data Rights Policy, and its Privacy Notice for Students.

The Ark will continue to review and develop its compliance under GDPR and will complete in-year audits to monitor internal processes.

Lawful Use of Personal Data

The Ark lawfully processes Personal Data under the legal basis set out in Article 6 of the GDPR.

Most of the processing by The Ark is done because it is necessary for the performance of the tasks carried out in the Public Interest. We limit the information we collect to ensure we only collect what is needed to perform this duty effectively and without penalty.

The Ark also seeks to obtain the consent from individuals for the purpose of educational activities, either where explicit consent is required (where it is specific, freely given and informed) or where we consider it important that the individual is made aware of the processing even if consent is not required.

Our Privacy Notice for Students forms part of our new Student enrolment process and is designed to ensure all students, staff and parents of children are fully informed of how their data will be used.

Additional conditions are imposed on The Ark where it uses Special Categories of Personal Data (as detailed in [Article 9](https://gdpr-info.eu/art-9-gdpr/)). All Special Category data is also detailed in the Information Asset Register with confirmation of how these conditions are met. Additional information on Special Categories is given [here](s://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/special-category-data/what-is-special-category-data).

The Ark also reserves the right to use other legal basis in its operational day to day activities where processing is necessary for legitimate interests, performance of a contract, compliance with legal obligations, or in order to protect the vital interests of individuals

If The Ark changes how it uses Personal Data, it will update this record and may also need to notify Individuals about the change. If The Ark Personnel therefore intend to change how they use Personal Data at any point they must notify the Data Protection Officer who will decide whether their intended use requires amendments to be made and any other controls which need to apply.

1. **Transparent Processing – Privacy Notices**

The Ark endeavours to be as transparent about the processing of individual data as it can be, and demonstrates this with the Privacy Notices available to students in their enrolment, staff in their induction process, parents of children under 16 and suppliers.

Our Privacy Notices provide individuals with a summary of:

* the purpose for collecting the information.
* the safeguards we put in place to protect the data.
* individual’s rights in relation to the data we collect.
* how long we retain the data for, and
* any third parties we share the information with.

Although we refer to the generic retention of the information in our privacy notices, we have many sources of data and many sets of information that we hold so it is difficult to detail all of them in the notice specifically whilst trying to keep it accessible and retain simplicity.

If The Ark receives Personal Data about an Individual from other sources, The Ark will provide the Individual with a privacy notice about how The Ark will use their Personal Data. This will be provided as soon as reasonably possible.

If The Ark changes how it uses Personal Data then these privacy notices may be updated as required, but all individuals will be informed of any changes.

Whilst most of the information provided to The Ark by individuals is mandatory, some of it is provided to us on a voluntary basis. To comply with the General Data Protection Regulation, The Ark will inform individuals whether they are required to provide certain information to us or if they have a choice in this.

1. **How we use Personal Information at The Ark**

We use Personal Information to manage individual’s education, provide welfare and pastoral care, to track progress so we can help our learners achieve the best they can.

This may include everyday activities such as creating class lists for tutors at the start of the course, providing registers for tutors to mark attendance, registering with the awarding bodies to allow us to enter learners for exams, or providing a support plan or exam assessment.

For students enrolling with The Ark for post 14 qualifications, the Learning Records Service will give us a learners unique learner number (ULN) and may also give us details about previous learning or qualifications. We also use this information to improve and develop teaching and services in the future.

The Ark will only share personal data with third parties as part of the statutory duties placed on us or as declared in the Privacy Notice for Students. We do not share information about our students with anyone without consent unless the law and our policies allow us to do so.

We may also share individual’s personal information with local authorities and schools but only in relation to education, to provide appropriate support, or to transfer information to other educational institutions which students may move to.

Young people have to remain in training or education until they are 18, so if a student withdraws from our education programme before this age then we notify the Local Authority to highlight that the student may have become ‘Not in Education, Employment or Training’ (NEET). As part of the same legal duty, we may also provide destinations data to them. In both circumstances this will only be shared with the relevant local authorities on a need-to-know basis.

We may also pass student information to our Local Authority and / or provider of youth support services as they have responsibilities in relation to the education or training of 16–19-year-olds under section 507B of the Education Act 1996. However, the parent / guardian of a 14-16 student can request that only their child’s name, address and date of birth is passed to their Local Authority or provider for the purposes of providing youth support services (once confirmed in writing to the 14-16 office). This right is transferred to the learner once he/she reaches age 16.

Personal Data must be kept up to date and relevant

The Ark is required to ensure that the Personal Data it holds is accurate and kept up to date.

The Ark has been developing new processes and systems for the 21/22 academic year to ensure personal data can be kept up to date by individuals themselves and accuracy remains paramount.

Data Protection Laws require that The Ark only collects and processes Personal Data to the extent that it is required for the specific purpose(s) notified to the Individual in a Privacy Notice and as set out in The Ark record of how it uses Personal Data.

All The Ark Personnel that collect and record Personal Data shall ensure that the Personal Data is recorded accurately, is kept up to date and shall also ensure that they limit the collection and recording of Personal Data to that which is adequate, relevant and limited to what is necessary in relation to the purpose for which it is collected.

All The Ark Personnel that obtain Personal Data from sources outside The Ark shall take reasonable steps to ensure that the Personal Data is recorded accurately, is up to date and limited to that which is adequate, relevant, and limited to what is necessary in relation to the purpose for which it is collected and used. This does not require The Ark Personnel to independently check the Personal Data obtained.

In order to maintain the quality of Personal Data, all The Ark Personnel that access Personal Data shall ensure that they review, maintain and update it to ensure that it remains accurate, up to date, adequate, relevant and limited to what is necessary in relation to the purpose for which it is collected and used. This does not apply to Personal Data which The Ark must keep in its original form (e.g. for legal reasons or that which is relevant to an investigation).

The Ark recognises the importance of ensuring that Personal Data is amended, rectified, erased or its use restricted where this is appropriate under Data Protection Laws. The Ark has a Data Rights Policy which sets out how The Ark responds to requests relating to these issues. Any request from an individual for the amendment, rectification, erasure, or restriction of the use of their Personal Data should be dealt with in accordance with this document.

Personal Data must not be kept for longer than needed

Data Protection Laws require that The Ark does not keep Personal Data longer than is necessary for the purpose, or purposes, for which it was collected.

If The Ark Personnel feel that a particular item of Personal Data needs to be kept for more or less time than the retention period set out in the Data Retention and Destruction Policy, for example because there is a requirement of law, or if The Ark Personnel have any questions about this Policy or The Ark’s Personal Data retention practices, they should contact the Data Protection Officer for guidance.

1. **Data Security and Data Breach**

The Ark takes information security very seriously and has security measures against unlawful or unauthorised processing of Personal Data and against the accidental loss of, or damage to, Personal Data.

The Ark has in place procedures and technologies to maintain the security of all Personal Data from the point of collection to the point of destruction.

The Ark has put a Data Breach Policy in place to both mitigate the risk of a breach occurring and to ensure there are appropriate procedures in place to respond. The objective of the Data Breach Policy is to enable staff to act promptly to contain any breaches that occur, minimising the risk associated with the breach and to act if necessary to secure personal data and prevent further breaches.

The Ark expects its staff to embed security and prevention practices in their normal working day to ensure personal, or special category, data is protected for the purposes of educational business and must take appropriate steps to safeguard this information.

The Ark is undergoing GDPR training to ensure all staff are aware of the data protection regulations, and fully understand their role duties and responsibilities in protecting and safeguarding the personal data we collect. This is a key part of The Ark’s security arrangements to help prevent a breach from occurring in the first place.

All The Ark Personnel have a duty to immediately report any breach to the Data Protection Officer. All breaches big or small, regardless of the harm or potential harm, should be identified and reported. Failure to follow the correct procedure or ignoring a possible data breach may result in disciplinary action.

Whilst The Ark takes information security very seriously, unfortunately, in today’s environment, it is possible that a security breach could happen which may result in the unauthorised loss of, access to, deletion of or alteration of Personal Data. If this happens College Personnel must comply with the Data Breach Policy.

A Personal Data breach is defined very broadly and is effectively any failure to keep Personal Data secure, which leads to the accidental or unlawful loss (including loss of access to), destruction, alteration, or unauthorised disclosure of Personal Data. Whilst most Personal Data breaches happen because of action taken by a third party, they can also occur as a result of something someone internal does.

There are three main types of Personal Data breach which are as follows:

* Confidentiality breach - where there is an unauthorised or accidental disclosure of, or access to, Personal Data e.g. hacking, accessing internal systems that a College Personnel is not authorised to access, accessing Personal Data stored on a lost laptop, phone or other device, people “blagging” access to Personal Data they have no right to access, putting the wrong letter in the wrong envelope, sending an email to the wrong student, or disclosing information over the phone to the wrong person;
* Availability breach - where there is an accidental or unauthorised loss of access to, or destruction of, Personal Data e.g. loss of a memory stick, laptop or device, denial of service attack, infection of systems by ransom ware, deleting Personal Data in error, loss of access to Personal Data stored on systems, inability to restore access to Personal Data from back up, or loss of an encryption key; and
* Integrity breach - where there is an unauthorised or accidental alteration of Personal Data.

1. **Appointing Contractors who Access The Ark’s Personal Data**

The Ark may appoint contractors to work on our behalf to deliver aspects of college business that either The Ark is not best placed to deliver or is not suitably equipped to deliver. It may also utilise contractors for short term work, or where better economies of scale, breadth or expertise can be offered by a third party.

If The Ark appoints a contractor who is a Processor of The Ark’s Personal Data, Data Protection Laws require that The Ark only appoints them where The Ark has carried out sufficient due diligence and only where The Ark has appropriate contracts in place.

A requirement of GDPR is that a Controller must only use Processors who meet the requirements of the GDPR and protect the rights of individuals. This means that data protection due diligence should be undertaken on both new and existing contractors. Once a Processor is appointed they should be audited periodically to ensure that they are meeting the requirements of their contract in relation to Data Protection.

A Processor is considered as having been appointed where The Ark engages someone to perform a service on our behalf and as part of it they may get access to our Personal Data. Where we appoint a Processor in this way The Ark, as Controller, remain responsible for what happens to the Personal Data.

Any contract where an organisation appoints a Processor must be in writing. GDPR requires the contract with a Processor to contain the following obligations as a minimum:

* to only act on the written instructions of the Controller;
* to not export Personal Data without the Controller’s instruction;
* to ensure staff are subject to confidentiality obligations;
* to take appropriate security measures;
* to only engage sub-processors with the prior consent (specific or general) of the Controller and under a written contract;
* to keep the Personal Data secure and assist the Controller to do so;
* to assist with the notification of Data Breaches and Data Protection Impact Assessments;
* to assist with subject access/individuals rights;
* to delete/return all Personal Data as requested at the end of the contract;
* to submit to audits and provide information about the processing; and
* to tell the Controller if any instruction is in breach of the GDPR or other EU or member state data protection law.

In addition the contract should set out:

* The subject-matter and duration of the processing;
* the nature and purpose of the processing;
* the type of Personal Data and categories of individuals; and
* the obligations and rights of the Controller.

1. **Individual Rights**

The GDPR legislation clearly details that individual have the right to be informed about how we collect and process their personal information, but it goes deeper than that in giving them more control about how their data is collected, stored, and what is done with it once the processing is complete.

The Ark is fully aware of its legal obligations to allow individuals to exercise their rights over their Personal Data, and has therefore developed a specific Data Rights Policy to ensure that all individuals understand the process for applying their rights.

1. **Marketing and Consent**

Marketing consists of any advertising or marketing communication that is directed to particular individuals. The Ark uses a variety of marketing techniques to attract learners, employers and the public.

The Ark can contact Individuals to send them marketing or to promote itself, but where this is done it will only be done in a legally GDPR compliant manner where we have obtained consent.

The Ark provides more detail in their privacy notices, learning agreements and college signage to state where profiling takes place; and will require an individual's consent as a "clear affirmative action" to be contacted for marketing purposes.

The Ark is also aware of the Privacy and Electronic Communications Regulations 2003 (PECR)[[1]](#footnote-1) that sit alongside data protection. The PECR apply to direct marketing i.e. a communication directed to particular individuals and covers any advertising/marketing material. It also applies to any electronic communication which The Ark sends out including telephone calls, emails, and text messages.

All electronic marketing communications from The Ark will ask individuals to opt into the services they receive.

Alternatively, The Ark can market using a “soft opt in” if the following conditions are met:

* contact details have been obtained in the course of an enquiry.
* The Ark is marketing its own similar services; and
* The Ark gives the individual a simple opportunity to refuse to opt out of the marketing, both when first collecting the details and in every message after.

1. **Automated Decision Making and Profiling**

Automated Decision Making would happen if The Ark made a decision about an Individual solely by automated means without any human involvement and the decision had legal or other significant effects. Profiling would happen if The Ark automatically used Personal Data to evaluate certain things about an Individual.

Under Data Protection Laws there are controls around profiling and automated decision making in relation to Individuals.

Automated decision making is very limited in The Ark, and nearly all processes have some human involvement at some point to ensure no individual is disadvantaged or treated unfairly.

There are some operational activities in The Ark where profiling occurs but any outcome or decision because of the profiling activity is ultimately made by human involvement.

The Ark undertakes ongoing monitoring of its operational activities where profiling or automated decision making may potentially occur.

Any Automated Decision Making or Profiling which The Ark carries out can only be done once The Ark is confident that it is complying with all applicable Data Protection Laws. If The Ark Personnel therefore wish to carry out any Automated Decision Making or Profiling, then they must inform the Data Protection Officer. College Personnel must not carry out Automated Decision Making or Profiling without the approval of the Data Protection Officer.

The Ark does not carry out Automated Decision Making or Profiling in relation to its employees.

1. **Data Protection Impact Assessments (DPIA)**

The Ark actively promotes a Privacy by Design approach and ensures Data Protection Impact Assessments are undertaken when there is a change to a system, service or process.

The Ark leadership and management team are responsible for any new IT projects, software or system implementation at The Ark. Part of the rigorous process for approving new IT projects now includes GDPR compliancy checks for any new supplier. This will include assessing whether the supplier has appropriate IT infrastructure and security measures in place, as well as assessing their GDPR compliance in relation to Policies and Procedures should a data breach occur. If the Supplier is appointed, then part of this process will also include setting up data sharing agreements, and assessing whether a DPIA is required before the project implementation starts.

If the DPIA is required for an IT Project or an internal process change then the GDPR legislation requires The Ark to put in place a number of steps to control any such changes to processing.

The Ark will carry out a risk assessment in relation to the use of Personal Data for a new service, product, process or project. This must be done prior to the processing via a Data Protection Impact Assessment (DPIA).

A DPIA should be started as early as practical in the design period of the project. A DPIA is not a prohibition on using Personal Data but is an assessment of issues affecting Personal Data which need to be considered before a new product/service/process is rolled out. The process is designed to:

* describe the collection and use of Personal Data;
* assess its necessity and its proportionality in relation to the purposes;
* assess the risks to the rights and freedoms of individuals; and the measures to address the risks.

A DPIA must be completed where the use of Personal Data is likely to result in a high risk to the rights and freedoms of individuals.

All DPIAs must be reviewed and approved by the Data Protection Officer. Any privacy risks identified should either be mitigated for with an appropriate solution, or be monitored during the project and the DPIA revisited.

1. **Links with other Ark policies**

The Ark Data Rights Policy

The Ark Data Breach Policy

The Ark Privacy Notice for Students

Appendix 1: Definitions

The Ark – The Ark Wigan Ltd

Personnel – Any employee, worker or contractor who accesses any of The Ark’s Personal Data and includes employees, consultants, contractors, subcontractors, agency staff or temporary staff hired to work on behalf of The Ark.

Data Protection Laws - The General Data Protection Regulation (Regulation (EU) 2016/679) and all applicable laws relating to the collection and use of Personal Data and privacy and any applicable codes of practice issued by a regulator including in the UK, the Data Protection Act 2018.

Data Protection Officer – The Ark’s Data Protection Officer is **Steven Speed** and can be contacted via the main The Ark telephone number 07519714236 or on email via steven.speed@thearkwigan.com

EEA - Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the UK.

ICO - the Information Commissioner’s Office, the UK’s data protection regulator.

Individuals - Living individuals who can be identified, directly or indirectly, from information that The Ark has. For example, an individual could be identified directly by name, or indirectly by gender, job role and office location if you can use this information to work out who they are. Individuals include employees, students, parents, visitors and potential students. Individuals also include our partners and employers.

Personal Data - Any information about an Individual (see definition above) which identifies them or allows them to be identified in conjunction with other information that is held. It includes information of this type, even if used in a business context. Personal data is defined broadly and covers things such as name, address, email address (including in a business context, email addresses of Individuals in companies such as firstname.surname@organisation.com), IP address and also more sensitive types of data such as trade union membership, health data, genetic data and religious beliefs. These more sensitive types of data are called “Special Categories of Personal Data” and are defined below. Special Categories of Personal Data are given extra protection by Data Protection Laws.

Processor - Any entity (e.g. company, organisation or person) which accesses or uses Personal Data on the instruction of a Controller. A Processor is a third party that processes Personal Data on behalf of a Controller. This is usually as a result of the outsourcing of a service by the Controller or the provision of services by the Processor which involve access to or use of Personal Data. College examples include, software support we receive for our college student record system, which contains Personal Data, and outsourcing delivery of learning where we define the purpose and the processing requirements involved.

Special Categories of Personal Data - Personal Data that reveals a person’s racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data (i.e. information about their inherited or acquired genetic characteristics), biometric data (i.e. information about their physical, physiological or behavioural characteristics such as facial images and fingerprints), physical or mental health (including learning difficulties or disabilities), sexual life or sexual orientation and criminal convictions. Special Categories of Personal Data are subject to additional controls in comparison to ordinary Personal Data.

1. <https://ico.org.uk/for-organisations/guide-to-pecr/> [↑](#footnote-ref-1)