

# Privacy notice – Adult Learning Service

## Who we are?

The Adult Learning Service is part of Derby City Council, the local government unitary authority for Derby City. We provide education and training for young people aged 16-18 and to adults aged 19+ funded by the Education and Skills Funding Agency (ESFA). Our address is The Council House, Corporation Street, Derby, DE1 2FS. You can contact our Data Protection Officer on 01332 640763 or by email at [data.protection@derby.gov.uk](mailto:data.protection@derby.gov.uk).

## How do we collect information from you?

We collect information from you when you:

- fill in any forms using our customer portal on our website <http://www.adult-learning-derby.org.uk>
- fill in any forms linked to the enrolment process
- use the [www.derby.gov.uk](http://www.derby.gov.uk) payment process
- contact us in writing or by email
- speak to us on the phone or talk to us face to face
- or any other type of electronic communication

## What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

## Details of information obtained from third parties

- **Learning Records Service** – operated by the ESFA, the LRS stores learner participation and achievement data collected directly from awarding organisations. This information is known as the 'Personal Learning Record' (PLR). As a permitted organisation, we will have access to an individual's PLR in order to access achievements, awards and to enable advice and guidance to be provided <https://www.gov.uk/education/learning-records-service-lrs>
- **Student Loan Company**- a Government-owned organisation that works with the Department for Education (DfE) to provide loans to learners to fund their training and education <https://www.slc.co.uk/>
- **Employers (apprenticeships/traineeships)** – we will discuss your training programme and progress with you and your employer to ensure you receive the right support and achieve your agreed goals. This information will be shared with you.

## How is your information used?

### 1. In accordance with our learner contract we may use your information to:

- fulfil our contractual obligations with the ESFA
- carry out our obligations arising from any contracts entered into by you and us
- assess your eligibility and entitlement for access to ESFA funding



- process financial transactions ie payments or charges for course fees, exam costs and materials
- update the Student Loans Company with required attendance and financial information
- for teaching, learning and assessment purposes including use of our electronic portfolios/e-learning platform
- notify you of changes to our services including class closures/cancellations
- ensure your health, safety and well-being

## **2. In accordance with our legitimate interests we may contact you to:**

- to send you information about courses that you have asked for or that may be of interest
- to get your feedback to support our quality improvement processes
- to carry out research to evaluate the effectiveness of our training services

You can opt out from receiving these communications at any time contacting [enquiries@derbyals.org](mailto:enquiries@derbyals.org) or telephone 01332 717900

## **Research and statistics**

Anonymised and pseudonymised data may be used for research and statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

## **Who has access to your information?**

We may share your information with the following third parties for the reasons detailed:

- other departments within the Council to support your health, safety and well-being
- statutory agencies such as the Police, National Fraud Authority in line with our legal obligations and/or in completion of our public tasks.
- ESFA, Ofsted, DfE, DWP to fulfil our contractual duties linked to delivery of education and training
- external organisations in relation to examination and accreditation process ie examination Awarding Bodies, JCQ and Ofqual
- Independent educational specialist for the purposes of assessment of special considerations and support needs for examinations (at your request)
- research organisations, where you have given permission, for the purpose of quality assuring our service or finding out the impact of our service on learners
- Student Loans Company for the purpose of monitoring loan applications
- Taxi companies for the provision of transport to attend classes where identified through financial support applications
- BKSB - for the purposes of diagnostic assessment
- Learner Records Service to assess your previous achievements to make sure you access the right training that meets your individual needs
- E portfolio to support e learning and give you the best access to teaching, learning and assessment materials
- Allenton Big Local to enable eligible learners to access financial support



- Talk English (part of Manchester City Council) to support delivery of a contract to train volunteers to work with learners new to English
- Employers to discuss attendance, progress and support needs for apprentices and trainees

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

### **Contacting the ESFA about your information**

If you would like more information about how the ESFA processes your personal information or your data protection rights please visit: <https://www.gov.uk/government/publications/esfa-privacy-notice/education-and-skills-funding-agency-privacy-notice-may-2018>.

### **What are your rights in relation the personal data we process?**

**Access** – you can request copies of any of your personal information that is held by the Council.

**Rectification** – you can ask us to correct any incorrect information.

**Deletion** – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

**Portability** – you can ask us to transfer your personal data to different services or to you.

**Right to object or restrict processing** – you have the right to object to how your data is being used and how it is going to be used in the future.

**Right to prevent automatic decisions** – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

### **How long will we keep your information for?**

We keep and dispose of all records in line with our record retention schedule; information about this is at <https://www.derby.gov.uk/retention-schedule/>. We will comply with Data Protection legislation.

### **What security precautions in place to protect the loss, misuse or alteration of your information?**

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

### **Keeping your data up to date**

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

### **Details of any automated decision processes**

We do not have any automated processes



## Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information

## Cookies

### What are Cookies and why are they used?

Our website <http://www.adult-learning-derby.org.uk> uses cookies to store information on your computer.

Some cookies on this site are essential to the effective working of the website. These cookies are set when you submit a form, login or interact with the site by doing something that goes beyond clicking on simple links.

We also use some non-essential cookies to anonymously track visitor activity or enhance your experience of the site. Most web browsers automatically accept cookies, but you can alter your settings to allow you to be prompted every time a cookie is sent to you or you can choose not to receive cookies at all. However, please note that if you have 'disabled' cookies in your browser you may not be able to use certain features on the website.

By using our site you accept the terms of our Privacy Statement.

For more information about the cookies we use on our sites see the Cookies page on the website.

## Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

**By Post:** Information Governance

The Council House,  
Corporation Street,  
Derby, DE1 2FS

**By phone:** 01332 640763

**By email:** [data.protection@derby.gov.uk](mailto:data.protection@derby.gov.uk)

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

**By Post:** Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**By phone:** 0303 123 1113 {local rate} or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit [ico.org.uk](http://ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

