

# Privacy Notice - DP-PN-05 Individual Advice and Guidance (IAG) Customers

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## **Alternative Format Statement**

We are committed to ensuring all our materials are accessible to everyone. If you require this document in an alternative format please contact:

Quality Improvement Team

Email: [Quality@bacoll.ac.uk](mailto:Quality@bacoll.ac.uk)

Phone: 01388 443069

Please note: On our website we have the Recite Accessibility toolbar. If you select Accessibility on the top toolbar, any text on the website, including linked policies and procedures can:

- be converted from text to speech
  - be translated into over 100 languages including 65 text to speak voices
  - have its colour, scheme, text, font style, size and spacing changed
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## Privacy Notice – IAG Customers

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### The Data Controller

Bishop Auckland College Group is the Data Controller for any personal data you give us.  
Contact details:

Bishop Auckland College  
Woodhouse Lane  
Bishop Auckland  
County Durham  
DL14 6JZ  
01388 443000

South West Durham Training  
Durham Way South  
Aycliffe Business Park  
County Durham  
DL5 6AT  
01325 313194

The McIntyre Centre  
25 Newgate Street  
Bishop Auckland  
DL14 7EP  
01388 825825

If you have any questions about this Privacy Notice or the ways in which we use your personal information, please contact the Data Protection Officer:

Data Protection Officer  
Bishop Auckland College  
Woodhouse Lane  
Bishop Auckland  
County Durham  
DL14 6JZ

Phone: 01388 443100  
Email: [DPO@bacoll.ac.uk](mailto:DPO@bacoll.ac.uk)

## **Introduction**

This Privacy Notice for customers accessing Individual Advice and Guidance (IAG) services at Bishop Auckland College Group (thereafter to be termed ‘BAC Group’) has been prepared in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. It details the kinds of personal data we process about you, how we use your data and the conditions under which we may disclose it to others.

Whenever you provide personal information, we will treat that information in accordance with this notice, current legislation and our data protection registration. We also aim to meet current best practice.

We are committed to processing personal data in accordance with the principles of data protection law, including fairness, lawfulness, transparency, data minimisation, accuracy, storage limitation, integrity, and confidentiality.

When processing your personal data, we will:

- Tell you the reason we’re asking for it
- Only ask for information we need
- Make sure we don’t keep it for longer than necessary
- Protect it and make sure only appropriate people have access to it
- Let you know if we’ll share it with other organisations
- Keep it up to date where necessary
- Train our staff to ensure we use and protect it properly

In return, we ask you to:

- Give us accurate information
- Tell us as soon as possible if there any changes to your personal information

### **Information we may collect and process about you**

- Personal information (such as name, previous name, title, gender, address, signature, time at current address, household income, date of birth, email address, phone number, national insurance number, nationality, residency permit, share code)
- Qualifications and education history
- Employment status and career aspirations
- Relevant support needs or accessibility requirements (where disclosed)
- Referral information from partner organisations (where appropriate)
- Feedback you provide to us i.e. IAG service surveys
- Passport, birth certificate, driving licence and a recent utility bill for obtaining DBS, where required

### **We also may collect the following special category data**

- Disclosure of criminal convictions, Disclosure Baring Services (DBS) checks, (if applicable, certain services and placements require DBS checks to be carried out)
- Learning difference, additional support, medical information, health and mental health, disability, welfare, safeguarding (if applicable)

### **How we may collect your personal information**

Typically, we can collect your information before you join us as a customer and during your time as a customer within the Group. We can collect the information in a variety of ways including the below:

- Online enquiry
- Telephone enquiry
- Face to face
- Email enquiry
- WhatsApp/text
- During engagement with the service
- Completion of surveys and feedback forms
- Residency form
- Social media
- From third Parties, such as the Local Authority, previous school, the Student Loans Company, social care teams etc.

**How we may use your personal information and the Lawful basis we rely on to process it**

<b>How we use your personal information</b>	<b>Lawful basis under UK GDPR</b>
Respond to your enquiries	Public task
Provide advice and guidance support	Public task
Process your enquiry	Public task
Enrol you on a service	Public task
Refer you to the appropriate support or training provider	Public task
Provide appropriate support and signposting	Public task
Assess the quality of our services and improve what we offer	Public task / Legitimate interests
Arrange work placements (where applicable)	Public task
Monitor and report on customer engagement and outcomes	Public task
Identify support requirements	Public task
Keep customers safe and fulfil safeguarding responsibilities	Public task / Vital interests
For marketing purposes to inform of appropriate and relevant courses or events	Consent/ Legitimate interests
Comply with the law regarding data sharing	Legal obligation
Meet the statutory duties placed upon us	Legal obligation

Where we process more sensitive personal data (such as health information, disability, safeguarding data, or criminal offence data), we do so in accordance with Article 9 and Article 10 of UK GDPR and Schedule 1 of the Data Protection Act 2018.

This includes where processing is necessary for:

- **Substantial public interest**, including safeguarding of children and individuals at risk;
- **Vital interests**, where it is necessary to protect you or another person in an emergency;
- **Legal obligations**, including safeguarding, equality monitoring, and regulatory requirements.

We will only send you marketing communications about relevant courses, services, or events where you have provided your **consent** or where we are otherwise permitted to do so under applicable law.

- Where we rely on consent, you have the right to withdraw your consent at any time by contacting us or using the unsubscribe options included in our communications.
- Where we rely on our **legitimate interests** to inform existing customers about similar services, we will ensure that such communications are proportionate, relevant, and that your rights and freedoms are not overridden. You have the right to object to this processing at any time.

### **Who we share your personal data with and why**

- Education, Government departments and agencies for audits, reviews, to comply with legal, funding and data collection requirements e.g. research/analysis/statistics/equality & diversity, benchmarking purposes etc e.g.
- Department for Education (DfE) (see DfE Privacy Notice <https://www.gov.uk/government/publications/esfa-privacy-notice>)
- European Social Fund (ESF)
- North East Combined Authorities (NECA)
- Individual Learner Records (ILR)
- Office for Standards in Education (Ofsted) - for the purpose of monitoring and inspecting teaching, learning and assessment.
- Office for Students – governing body for all HE institutions
- Higher Education Statistics Agency (HESA) part of Jisc- Collects HE customers data and uses it for the purposes of supporting funding, regulation, and quality assurance across the higher education sector. It helps ensure public money is spent properly, enables research and official statistics.
- Apprenticeship Service
- Partner organisations
- Referral organisations – information regarding customers' application to Higher Education
- Local Authorities to ensure positive progression through education and training.
- Referral agencies – transition information
- Schools – transition information
- Our legal and other professional advisers (including our auditors)
- Police, law enforcement agencies, medical staff, health Professionals/organisations, safeguarding teams etc – in an emergency to protect vital interests or to help prevent and detect crime.
- Health and Safety Executive – to report accident information/investigation purposes

We will only share your personal data where it is necessary and lawful to do so, including where we are required to do so by law, where it is necessary to perform our public tasks, or where you have provided consent where applicable.

We do not sell your personal data to third parties under any circumstances, or permit third parties to sell on the data we have shared with them.

We do not normally transfer your personal data outside of the United Kingdom (UK) or European Economic Area (EEA).

Where it is necessary to transfer your personal data outside of the UK or EEA, we will ensure appropriate safeguards are in place in accordance with UK data protection law. This may include:

- UK adequacy regulations; or
- Standard contractual clauses approved for use in the UK.

### **Retention of your data**

We will only retain your personal data for as long as it is necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, regulatory, funding, or reporting requirements.

Where you access IAG services but do not enrol, your personal data will normally be retained for **up to 12 months** after your last interaction with us.

Where you subsequently enrol as a student, your data will be retained in accordance with the **Student and Prospective Student Privacy Notice (DP-PN-01)** and the Group's **Data Retention Policy (POL-DP-04)**.

Examples of retention periods include:

- Enquiry and engagement records – up to 12 months
- Safeguarding-related information – retained in line with statutory safeguarding requirements
- Marketing preferences – until you withdraw consent or object

Further details are available in the Group's Data Retention Policy.

## **Monitoring your use of IT Systems**

Where you use the Group's IT systems, networks, or devices, we may monitor and record usage, including internet access and system activity logs.

This monitoring is carried out for the purposes of:

- maintaining the security and integrity of our systems;
- ensuring compliance with policies and acceptable use standards;
- safeguarding individuals; and
- preventing or detecting unauthorised access or misuse.

Our lawful basis for this processing is **legal obligation** and/or **legitimate interests**.

If you do not wish your activity to be monitored in this way, you should use a personal device that is not connected to the Group's network or systems.

## **Changes to our Privacy Notice**

We keep our privacy notices under regular review. We encourage you to check this privacy notice from time to time for any changes. Our privacy notices are made available on our website found on the data protection page - <https://bacoll.ac.uk/Data-Protection>

For information about changes made to this Privacy Notice see the [Change log](#) found on our website.

### Your Individual rights

You have the following rights:

<b>The right to be informed</b>	This Privacy Notice provides information on how we process your personal information as a customer.
<b>The right of access</b>	<p>You have the right to request information that is held and processed by the Group about you.</p> <p>There is no charge for us providing you with this data and it will usually be provided within a month of the request (unless the request is unfounded or excessive).</p> <p>If you would like to request information the Group holds on you please refer to the Data Subject Individual Rights Procedure (ref: BAC-DP-01).</p>
<b>The right to rectification</b>	If you believe that any data which the Group holds on you is incorrect (e.g. address) you can contact the Group to inform us of any changes necessary and we will confirm that the changes have taken place.
<b>The right to erasure</b>	You may exercise your right to have your personal data erased in a number of circumstances (e.g. if the data is no longer necessary in relation to the purpose for which it was created or you withdraw your consent). Where possible we will comply with all such requests, though some details are part of the Group's records, which we are required to keep for funding and legal purposes.
<b>The right to restrict processing</b>	<p>You can inform us that we can keep your data but must stop processing it, including preventing future mailings and communications.</p> <p>However, we must continue to process some information for funding and legal purposes.</p>
<b>The right to data portability</b>	<p>You have the right to obtain and reuse your personal data for your own purposes across different services.</p> <p>If you request your data to be provided in a specific format we will endeavour to do this. However, if we are unable to provide you with your information in a specific format we will provide it in a suitable alternative.</p>

<b>The right to object</b>	<p>We will stop processing your data if you object to processing based on legitimate interests or the performance of a task in the public interest / exercise of official authority (including profiling).</p> <p>We will stop processing your data for direct marketing if you tell us to.</p>
<b>The rights related to automated decision making including profiling</b>	<p>We do not use any automated decision-making processes.</p>

If you wish to exercise any of the above rights, please contact [DPO@bacoll.ac.uk](mailto:DPO@bacoll.ac.uk).

## Complaints

If you believe that the Group has not complied with your data protection rights, we would encourage you to contact us in the first instance; however, you have the right to make a complaint directly to the Information Commissioner's Office (ICO) at any time.

To learn more about your above rights, please visit the ICO website:

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