



Privacy Notice for Students

1. About us, this updated document and your data

Chaucer College is an education provider specialising in classroom based and online English language courses for students from countries worldwide.

Chaucer College acknowledges that Britain's exit from Europe and the European Court of Justice's invalidation of the EU-US Privacy Shield has significant implications for data protection law and practice. This updated privacy notice reflects those developments and affirms Chaucer College's commitment to protecting personal data and upholding individual's data protection rights.

This updated privacy notice is to inform you about how we use your personal data. It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data.

2. Appointment of an EU Representative

Chaucer College's classroom-based services are available to and may be taken up by citizens in the EU, but our courses are not 'offered' to those EU data subjects in the manner described by the European Data Protection Board. We have not therefore appointed an EU Representative.

Where our online services might reasonably be described as being offered to EU citizens, any related processing can properly be described as occasional and does not include the large-scale processing of special category data or data relating to criminal convictions or offences. As such, little risk to the rights and freedoms of natural persons is presented by our data processing in relation to online courses.

If you would like to discuss our decision not to appoint an EU Representative, please do not hesitate to contact us (see below). This decision will be kept under review in step with our evolving business practices.

3. Data Protection Officer

As part of its commitment to protecting personal data and upholding individual's data protection rights, Chaucer College has appointed a Data Protection Officer (DPO) who can assist you if you have any questions, concerns or complaints:

Address: Data Protection Officer, Chaucer College, University Road, Canterbury, Kent, CT27LJ

Email: T.Wozniak@chaucercollege.co.uk

Telephone: +44 (0) 1227 787800

**4. The personal data we hold, purposes and lawful bases**

The data or categories of data we process	The purpose of processing that data	The lawful bases for processing this data
Your name, date of birth, gender, addresses, email addresses and phone numbers	To identify you and to communicate with you To provide our online courses	Fulfilment of a contract with you Compliance with a legal obligation
Your nationality, ethnic background, any special educational needs, special requirements or disabilities	To provide appropriate information and assistance for you	Fulfilment of a contract with you Compliance with a legal obligation
Next of kin and emergency contact numbers	To summon help and support for you in the event of an emergency	Necessary for our legitimate interests (to safeguard your health and wellbeing) To protect your vital interests
Your passport, BRP and visa details	To meet government immigration regulations	Compliance with a legal obligation
Bank account/payment details	To manage payments and refunds	Fulfilment of a contract with you Compliance with a legal obligation
Your educational records and test or exam results from previous schools	To offer you the most appropriate courses	Fulfilment of a contract with you Necessary for our legitimate interests (to provide tuition that is suitable to your level and ability)
Your medical information, including medications you take, allergies and dietary requirements	To help you manage your health while you are studying with us	Fulfilment of a contract with you Compliance with a legal obligation
Your educational records and test or exam results from Chaucer College	To manage your progress while studying with us	Fulfilment of a contract with you Necessary for our legitimate interests (to assess your academic progress and the effectiveness of our tuition programmes)
Your attendance records and booking in/out records for school and residence	To meet government immigration and safeguarding regulations	Fulfilment of a contract with you Compliance with a legal obligation
Details of your welfare such as how you are getting on at Chaucer College,	To look after your wellbeing and meet government safeguarding regulations	Fulfilment of a contract with you Compliance with a legal obligation



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safeguarding or child protection records and any problems or issues you may have had		
Details of any behaviour issues or exclusions	To manage discipline in the schools	Necessary for our legitimate interests (to manage school discipline)
Images	For maintaining security For marketing our services	Necessary for our legitimate interests (to secure our buildings) Compliance with a legal obligation Where you have given us consent
CCTV footage	For security management	Necessary for our legitimate interests (to secure our buildings) Compliance with a legal obligation
Data about your use of information and communications systems, including Internet use	To meet our safeguarding obligations To administer and protect the school	Compliance with a legal obligation Necessary for our legitimate interests (to secure our computing network and services)

Sometimes, we may also use your personal information where:

- You, or your parents/carers have given us permission to use it in a certain way
- We need to protect your interests (or someone else’s interests)

5. Recipients or categories of recipients of the personal data

Where it is legally required, or necessary for another reason allowed under data protection law, we may share personal information about you with:

- Our local authority – to meet our legal duties to share certain information with it
- The Department for Education (a government department)
- Your family and representatives
- Fee payers
- Educators and examining bodies
- A trusted educational agent in your country - to help you during the application process
- Our regulators (British Council, English UK)
- Suppliers and service providers – so that they can provide the services we have contracted them for, such as online satisfaction surveys, transfer or taxi companies, excursion providers
- Financial organisations
- Central and local government
- Our auditors



- Health authorities
- Security organisations
- Health and social welfare organisations
- Professional advisers and consultants
- Charities and voluntary organisations
- Police forces, courts, tribunals
- Professional bodies

Chaucer College acknowledges that the ICO has published an updated Data Sharing Code and that we must comply with its points of best practice. It is also acknowledged that we may only share children’s data if we can demonstrate a compelling reason to do so, taking account of the best interests of the child.

6. The details of transfers of the personal data to any (other) third countries or international organisations

Chaucer College stores some personal data on third party cloud based storage systems and servers. These providers are data processors that process data on our behalf by way of providing secure online storage space and services. They include:

- Microsoft Corporation
- Sage
- Adobe Incorporated

The use of these processors may mean that your data is transferred to other third countries outside of the UK. When transferring data to other third countries or organisations, we ensure appropriate and suitable safeguards and technical measures are in place to protect your personal data (e.g., standard contractual clauses). Chaucer College acknowledges the invalidation of the US Privacy Shield as a suitable safeguard when transferring personal data.

7. The retention periods for your personal data

We will keep personal information about you while you are a student at our school. We may also keep it after you have left the school, where the law requires us to. In the interests of keeping this notice concise, please refer to our full Data Retention Policy and Schedule located on Chaucer College’s website under the ‘Privacy’ tab.

8. The rights available to individuals in respect of processing

Data protection law gives individuals certain data protection rights. The rights you can exercise will depend on the lawful basis of processing (consent, contract, and so on). Your data protection rights include:

- The right to be informed.
- The right of access: you have the right to request a copy of the information that we hold about you.



- The right to rectification: you have a right to correct data that we hold about you that is inaccurate or incomplete.
- The right to erasure: in some circumstances, you can ask for the data we hold about you to be erased from our records.
- The right to restrict (stop) processing: where certain conditions apply you have a right to restrict the processing.
- The right to data portability: you may have the right to have the data we hold about you transferred to another organisation.
- Rights in relation to automated decision making and profiling.

Some of these rights may not apply where we are legally obliged to keep or share your personal data. In certain circumstances, you may have additional rights beyond those above. If you want to exercise your rights, please contact our Data Protection Officer (see above).

9. The right to object

Data protection law also gives individuals the right to object to the processing of their personal data in certain circumstances. The right to object applies when processing is based on either ‘public task’ or ‘legitimate interests’. Chaucer College can only refuse to comply with your request if:

- We can demonstrate compelling legitimate grounds for the processing that override your interests, rights and freedoms;
- The processing is for the establishment, exercise or defence of legal claims;
- The request is manifestly unfounded; or
- The request is excessive.

We will not market our services to you in the future unless you have consented. It should be noted, however, that your right to object to processing is absolute in the case of processing for direct marketing purposes. If you want to exercise your right to object, please contact our Data Protection Officer (see above).

10. The right to withdraw consent

Chaucer College may process some personal data on the basis of your consent. You can withdraw your consent to processing at any time:

- By letter: Data Protection Officer, Chaucer College, University Road, Canterbury, Kent, CT27LJ
- By email: t.wozniK@chaucercollege.co.uk
- By telephone: +44 (0) 1227 787800



11. The source of the personal data

The source of your personal data will depend on how you have enrolled onto your English language course at Chaucer College. The table below summarises the data sources:

Category of enrolment	Source of personal data
Individual adults	Data subject directly
Individual children	Data subject’s parents or carers
Adults enrolling as part of a group	Group’s representative or agency
Children enrolling as part of a group	Group’s representative or agency

While in most cases you, or your parents/carers or representative/agency, must provide the personal data we need to collect, there are some occasions when you can choose whether, or not, to provide the data. We will always tell you if it is optional. If you must provide the data, we will explain what might happen if you do not. For a full a list of the personal data we collect under a statutory or contractual obligation, please refer to **Section 4** above.

12. Your right to lodge a complaint

We take any complaints about how we collect and use your personal data very seriously, so please let us know if you think we have done something wrong.

You can make a complaint at any time by contacting our Data Protection Officer (see above).

You can also contact the Information Commissioner’s Office (ICO) in one of the ways listed below. We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

- Report a concern online at <https://ico.org.uk/concerns/>
- Telephone: +44 (0) 303 123 1113
- Or write to: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF