

## General Data Protection Regulations (UK GDPR) Policy

Name of Policy:	<b>UK GDPR Data Protection Policy</b>
Last Approved:	June 2021
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## **2. INTRODUCTION**

This policy sets forth the expected behaviours of Long Road Sixth Form College Employees and Third Parties in relation to the collection, use, retention, transfer, disclosure and destruction of any Personal Data belonging to a Long Road Sixth Form College Contact (i.e. the Data Subject).

Personal Data is any information (including opinions and intentions) which relates to an identified or Identifiable Natural Person. Personal Data is subject to certain legal safeguards and other regulations, which impose restrictions on how organisations may process Personal Data. An organisation that handles Personal Data and makes decisions about its use is known as a Data Controller. Long Road Sixth Form College, as a Data Controller, is responsible for ensuring compliance with the Data Protection requirements outlined in this policy. Non-compliance may expose Long Road Sixth Form College to complaints, regulatory action, fines and/or reputational damage.

Long Road Sixth Form College has a requirement to keep certain information about prospective, current and former students and prospective, current and former employees in order to fulfil contractual and statutory obligations, obligations to funding and government bodies, monitor performance, achievements, and comply with health and safety. Long Road Sixth Form College in the course of its business of running the college will need to keep certain information relating to suppliers and third parties.

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### 3. SCOPE

This policy applies where a data subject's Personal Data is being processed:

For Students:

- As an applicant (prospective)
- As a student (current)
- As a leaver (former)

For Employees

- As an applicant (prospective)
- As a member of staff (current)
- As a leaver (former)

For suppliers & Third parties

- As a prospective
- As a current
- As a former

This policy applies to all Processing of Personal Data in electronic form (including electronic mail and documents created with word processing software) or where it is held in manual files that are structured in a way that allows ready access to information about individuals.

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### 4. DEFINITIONS

GDPR	UK General Data Protection Policy – UK GDPR
Student	An individual who is enrolled at the college under a contract of learning, receiving education.
Employee	An individual who works at the college under a contract of employment whether written, express or implied and has recognised rights and duties. This includes temporary employees & volunteers.
Supplier	An individual or organisation that supplies goods or services to Long Road Sixth Form College
Third party	An external organisation with which Long Road Sixth Form College conducts business and is also authorised to, under the direct authority of Long Road Sixth Form College to Process the Personal Data of Long Road Sixth Form College Contacts.
Contact	Any prospective, current or former Student, Employee, Supplier or Third Party
Data Controller	A natural or legal person, Public Authority, Agency or other body which, alone or jointly with others, determines the purposes and means of the Processing of Personal Data.
Data Processor(s)	A natural or legal person, Public Authority, Agency or other body which Processes Personal Data on behalf of a Data Controller.
Identifiable Natural Person	Anyone who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
Personal Data	Any information (including opinions and intentions) which relates to an identified or Identifiable Natural Person.
Process, Processed, Processing	Any operation or set of operations performed on Personal Data or on sets of Personal Data, whether or not by automated means. Operations performed may include collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.
Encryption	The process of converting information or data into code, to prevent unauthorised access.
Anonymisation	Data amended in such a way that no individuals can be identified from the data (whether directly or indirectly) by any means or by any person.
Pseudonymisation	Data amended in such a way that no individuals can be identified from the data (whether directly or indirectly) without a “key” that allows the data to be re-identified.

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### 5. POLICY

To demonstrate our commitment to Data Protection, and to enhance the effectiveness of our compliance efforts, Long Road Sixth College has an appointed Data Protection Officer who reports to the Governors Audit Committee. The college has an assigned link governor who has oversight of data protection within the college.

The Duties of the Data Protection Officer are:

- Informing and advising Long Road Sixth College and its Employees.
- Ensuring all employees receive mandatory training on the aspects of Data Protection.
- Providing guidance with regards to carrying out Data Protection Impact Assessments (DPIAs)
- Acting as a point of contact for and co-operating with Data Protection Authorities.
- The establishment and operation of a system providing prompt and appropriate responses to Data Subject requests & Freedom of Information requests.
- Ensuring establishment of procedures and standard contractual provisions for obtaining compliance with this policy by any third party who:
  - Receives personal data from Long Road Sixth Form College.
  - Provides personal data from Long Road Sixth Form College.
  - Has access to personal data collected or processed by Long Road Sixth Form College.

#### 5.1 Data Protection by Design

To ensure that all Data Protection requirements are identified and addressed when designing new systems or processes and/or when reviewing or expanding existing systems or processes, each of them must go through an approval process before continuing.

A Data Protection Impact Assessment(DPIA) must be conducted in co-operation with the Data Protection Officer for all new and/or revised systems or processes.

The Data Protection Officer will review and approve the DPIA

Where applicable the ITS department as part of its system and application design review process will co-operate with the Data Protection Officer to assess the impact of any new technology uses on the security of Personal Data

#### 5.2 Compliance monitoring

To confirm that an adequate level of compliance is being achieved by Long Road Sixth College in relation to this policy, the Data Protection Officer will carry out an annual Data Protection compliance audit for all such processing activities.

Each audit will, as a minimum, assess:

- Compliance with Policy in relation to the protection of Personal Data, including: The assignment of responsibilities.

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- Raising awareness.
- Training of Employees.
- The effectiveness of Data Protection related operational practices, including: Data Subject rights.
- Personal Data transfers.
- Personal Data incident management.
- Personal Data complaints handling.
- The level of understanding of Data Protection policies and Privacy Notices.
- The currency of Data Protection policies and Privacy Notices.
- The accuracy of Personal Data being stored.
- The conformity of Data Processor activities.
- The adequacy of procedures for redressing poor compliance and Personal Data Breaches.

The Data Protection Officer, in cooperation with key stakeholders, will devise a plan with a schedule for correcting any identified deficiencies within a defined and reasonable time frame. Any major deficiencies identified will be reported to and monitored by the Long Road Sixth Form College Leadership Team.

### 5.3 Data Protection Principles

#### **Principle 1: Lawfulness, Fairness and Transparency**

Personal Data shall be processed lawfully, fairly and in a transparent manner in relation to the Data Subject. This means, Long Road Sixth Form College must tell the Data Subject what Processing will occur (transparency), the Processing must match the description given to the Data Subject (fairness), and it must be for one of the purposes specified in the applicable Data Protection regulation (lawfulness)

#### **Principle 2: Purpose Limitation**

Personal Data shall be collected for specified, explicit and legitimate purposes and not further Processed in a manner that is incompatible with those purposes. This means Long Road Sixth Form College must specify exactly what the Personal Data collected will be used for and limit the Processing of that Personal Data to only what is necessary to meet the specified purpose.

#### **Principle 3: Data Minimisation**

Personal Data shall be adequate, relevant and limited to what is necessary in relation to the purposes for which they are Processed. This means Long Road Sixth Form College must not store any Personal Data beyond what is strictly required.

#### **Principle 4: Accuracy**

Personal Data shall be accurate and, kept up to date.

This means Long Road Sixth Form College must have in place processes for identifying and addressing out-of-date, incorrect and redundant Personal Data.

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### **Principle 5: Storage Limitation**

Personal Data shall be kept in a form which permits identification of Data Subjects for no longer than is necessary for the purposes for which the Personal Data is Processed. This means Long Road Sixth Form College must, wherever possible, store Personal Data in a way that limits or prevents identification of the Data Subject.

### **Principle 6: Integrity & Confidentiality**

Personal Data shall be 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. Long Road Sixth Form College must use appropriate technical and organisational measures to ensure the integrity and confidentiality of Personal Data is maintained at all times.

### **Principle 7: Accountability**

The Data Controller shall be responsible for and be able to demonstrate compliance. This means Long Road Sixth Form College must demonstrate that the six Data Protection Principles (outlined above) are met for all Personal Data for which it is responsible.

## **6. DATA COLLECTION**

Personal Data should be collected only from the Data Subject unless one of the following apply:

- The nature of the purpose necessitates collection of the Personal Data from other persons or bodies.
- The collection must be carried out under emergency circumstances in order to protect the vital interests of the Data Subject or to prevent serious loss or injury to another person.

If Personal Data is collected from someone other than the Data Subject, the Data Subject must be informed of the collection unless one of the following apply:

- The Data Subject has received the required information by other means.
- The information must remain confidential due to a safeguarding? obligation
- A national law expressly provides for the collection, Processing or transfer of the Personal Data.

Where it has been determined that notification to a Data Subject is required, notification should occur promptly, but in no case later than:

- One calendar month from the first collection or recording of the Personal Data
- At the time of first communication if used for communication with the Data Subject
- At the time of disclosure if disclosed to another recipient.

## **7. DATA SUBJECT CONSENT**

Long Road Sixth Form College will obtain Personal Data only by lawful and fair means and, where appropriate with the knowledge and Consent of the individual concerned. Where a need exists to request and receive the consent of an individual prior to the collection, use or disclosure of their Personal Data, Long Road Sixth Form College is committed to seeking such consent.

The Data Protection Officer shall establish a system for obtaining and documenting Data Subject Consent for the collection, Processing, and/or transfer of their Personal Data. The system must include provisions for:

- Determining what disclosures should be made in order to obtain valid Consent.
- Ensuring the request for consent is presented in a manner which is clearly distinguishable from any other matters, is made in an intelligible and easily accessible form, and uses clear and plain language.
- Ensuring the Consent is freely given (i.e. is not based on a contract that is conditional to the Processing of Personal Data that is unnecessary for the performance of that contract).
- Documenting the date, method and content of the disclosures made, as well as the validity, scope, and volition of the Consents given.
- Providing a simple method for a Data Subject to withdraw their Consent at any time.

## **8. DATA SUBJECT NOTIFICATION**

Long Road Sixth Form College will, when required by applicable law, contract, or where it considers that it is reasonably appropriate to do so, provide Data Subjects with information as to the purpose of the Processing of their Personal Data.

When the Data Subject is asked to give Consent to the Processing of Personal Data and when any Personal Data is collected from the Data Subject, all appropriate disclosures will be made in a manner that draws attention to them, unless one of the following apply:

- The Data Subject at Long Road Sixth Form College already has the information
- A legal exemption applies to the requirements for disclosure and/or Consent

The disclosures may be given electronically or in writing.

## **9. EXTERNAL PRIVACY NOTICES**

Each external facing website provided by a Long Road Sixth Form College will include an online 'Privacy Notice' and an online 'Cookie Notice' fulfilling the requirements of applicable law. All Privacy and Cookie Notices must be approved by Data Protection Officer prior to publication on any Long Road Sixth Form College external facing website.



## 10. DATA PROCESSING

Long Road Sixth Form College uses the Personal Data of its Contacts for the following broad purposes:

- The general running and business administration of Long Road Sixth Form College.
- To provide education to Long Road Sixth Form College Students.
- The ongoing administration and management of Long Road Sixth Form College.

The use of a Contact's information should always be considered from their perspective and whether the use will be within their expectations or if they are likely to object.

Long Road Sixth Form College will Process Personal Data in accordance with all applicable laws and applicable contractual obligations. More specifically, Long Road Sixth Form College will not Process Personal Data unless at least one of the following requirements are met:

- The Data Subject has given Consent to the Processing of their Personal Data for one or more specific purposes.
- Processing is necessary for the performance of a contract to which the Data Subject is party or in order to take steps at the request of the Data Subject prior to entering into a contract.
- Processing is necessary for compliance with a legal obligation to which the Data Controller is subject.
- Processing is necessary in order to protect the vital interests of the Data Subject or of another natural person.
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Data Controller.
- Processing is necessary for the purposes of the legitimate interests pursued by the Data Controller or by a Third Party (except where such interests are overridden by the interests or fundamental rights and freedoms of the Data Subject, in particular where the Data Subject is a child aged 13 or under).

There are some circumstances in which Personal Data may be further processed for purposes that go beyond the original purpose for which the Personal Data was collected. When making a determination as to the compatibility of the new reason for Processing, guidance and approval must be obtained from the Data Protection Officer before any such Processing may commence

In any circumstance where Consent has not been gained for the specific Processing in question, Long Road Sixth Form College will address the following additional conditions to determine the fairness and transparency of any Processing beyond the original purpose for which the Personal Data was collected:

- Any link between the purpose for which the Personal Data was collected and the reasons for intended further Processing.
- The context in which the Personal Data has been collected, in particular regarding the relationship between Data Subject and the Data Controller.
- The nature of the Personal Data, in particular whether Special Categories of Data are being Processed, or whether Personal Data related to criminal convictions and offences are being Processed.

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- The possible consequences of the intended further Processing for the Data Subject.
- The existence of appropriate safeguards pertaining to further Processing, which may include Encryption, Anonymisation or Pseudonymisation.

### 10.1 Special Categories of Data

Long Road Sixth Form College will only Process Special Categories of Data (also known as sensitive data) where the Data Subject expressly consents to such Processing or where one of the following conditions apply:

- The Processing relates to Personal Data which has already been made public by the Data Subject.
- The Processing is necessary for the establishment, exercise or defence of legal claims.
- The Processing is specifically authorised or required by law.
- The Processing is necessary to protect the vital interests of the Data Subject or of another natural person where the Data Subject is physically or legally incapable of giving consent.
- Further conditions, including limitations, based upon national law related to the Processing of genetic data, biometric data or data concerning health

In any situation where Special Categories of Data are to be Processed, prior approval must be obtained from the Data Protection Officer and the basis for the Processing clearly recorded with the Personal Data in question.

Where Special Categories of Data are being Processed, Long Road Sixth Form College will adopt additional protection measures. Long Road Sixth Form College may also adopt additional measures to address local custom or social expectation over the Processing of Special Categories of Data

### 10.3 Data Quality

Long Road Sixth Form College will adopt all necessary measures to ensure that the Personal Data it collects and Processes is complete and accurate in the first instance, and is updated to reflect the current situation of the Data Subject.

The measures adopted by Long Road Sixth Form College to ensure data quality include:

- Correcting Personal Data known to be incorrect, inaccurate, incomplete, ambiguous, misleading or outdated, even if the Data Subject does not request rectification.
- Keeping Personal Data only for the period necessary to satisfy the permitted uses or applicable statutory retention period.
- The removal of Personal Data if in violation of any of the Data Protection principles or if the Personal Data is no longer required.
- Restriction, rather than deletion of Personal Data, insofar as:
  - A law prohibits erasure.
  - Erasure would impair legitimate interests of the Data Subject.

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- The Data Subject disputes that their Personal Data is correct and it cannot be clearly ascertained whether their information is correct or incorrect.

### 10.4 Profiling & Automated Decision-Making

Long Road Sixth Form College will only engage in Profiling and automated decision-making where it is necessary to enter into, or to perform, a contract with the Data Subject or where it is authorised by law.

Where Long Road Sixth Form College utilises Profiling and automated decision-making, this will be disclosed to the relevant Data Subjects. In such cases the Data Subject will be given the opportunity to:

- Express their point of view.
- Obtain an explanation for the automated decision.
- Review the logic used by the automated system.
- Supplement the automated system with additional data.
- Have a human carry out a review of the automated decision.
- Contest the automated decision.
- Object to the automated decision-making being carried out.

Long Road Sixth Form College must also ensure that all Profiling and automated decision-making relating to a Data Subject is based on accurate data.

### 10.5 Digital Marketing

Long Road Sixth Form College will send promotional and direct marketing in relation to its core purposes to Prospective, Current and Former Students. For each of the aforementioned consent will be obtained in order to send digital marketing campaigns.

Where Personal Data Processing is approved for digital marketing purposes, the Data Subject must be informed at the point of first contact that they have the right to object, at any stage, to having their data Processed for such purposes. If the Data Subject puts forward an objection, digital marketing related Processing of their Personal Data must cease immediately and their details should be kept on a suppression list with a record of their opt-out decision, rather than being completely deleted.

## 11. DATA RETENTION

To ensure fair Processing, Personal Data will not be retained by Long Road Sixth Form College for longer than necessary in relation to the purposes for which it was originally collected, or for which it was further Processed.

The length of time for which Long Road Sixth Form College Entities need to retain Personal Data is set out in the Long Road Sixth Form College '*Personal Data Retention Schedule*'. This takes into account the legal and contractual requirements, both minimum and maximum, that influence the retention periods set forth in the schedule. All Personal Data should be deleted or

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destroyed as soon as possible where it has been confirmed that there is no longer a need to retain it.

## 12. DATA PROTECTION

Long Road Sixth Form College will adopt physical, technical, and organisational measures to ensure the security of Personal Data. This includes the prevention of loss or damage, unauthorised alteration, access or Processing, and other risks to which it may be exposed by virtue of human action or the physical or natural environment.

The minimum set of security measures to be adopted by Long Road Sixth Form College is provided in the Long Road Sixth Form College *'Information Security Policy'*.

A summary of the Personal Data related security measures is provided below:

- Prevent unauthorised persons from gaining access to data processing systems in which Personal Data are Processed.
- Prevent persons entitled to use a data processing system from accessing Personal Data beyond their needs and authorisations.
- Ensure that Personal Data in the course of electronic transmission during transport cannot be read, copied, modified or removed without authorisation.
- Ensure that access logs are in place to establish whether, and by whom, the Personal Data was entered into, modified on or removed from a data processing system.
- Ensure that in the case where Processing is carried out by a Data Processor, the data can be Processed only in accordance with the instructions of the Data Controller.
- Ensure that Personal Data is protected against undesired destruction or loss.
- Ensure that Personal Data collected for different purposes can and is Processed separately.
- Ensure that Personal Data is not kept longer than necessary.

## 13. DATA SUBJECT REQUESTS

The Data Protection Officer will establish a system to enable and facilitate the exercise of Data Subject rights related to:

- Information access.
- Objection to Processing.
- Objection to automated decision-making and profiling.
- Restriction of Processing.
- Data portability.
- Data rectification.
- Data erasure.

If an individual makes a request relating to any of the rights listed above, Long Road Sixth Form College will consider each such request in accordance with all applicable Data Protection laws and regulations. No administration fee will be charged for considering and/or complying with such a request unless the request is deemed to be unnecessary or excessive in nature.

Data Subjects are entitled to obtain, based upon a request made in writing to the Data Protection Officer and upon successful verification of their identity, the following information about their own Personal Data:

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- The purposes of the collection, Processing, use and storage of their Personal Data.
- The source(s) of the Personal Data, if it was not obtained from the Data Subject;
- The categories of Personal Data stored for the Data Subject.
- The recipients or categories of recipients to whom the Personal Data has been or may be transmitted, along with the location of those recipients.
- The envisaged period of storage for the Personal Data or the rationale for determining the storage period.
- The use of any automated decision-making, including Profiling.
- The right of the Data subject to:
  - Object to Processing of their Personal Data.
  - Lodge a complaint with the Data Protection Authority.
  - Request rectification or erasure of their Personal Data.
  - Request restriction of Processing of their Personal Data.

All requests received for access to, or rectification of Personal Data must be directed to the Data Protection Officer, who will log each request as it is received. A response to each request will be provided within 30 days of the receipt of the written request from the Data Subject. Appropriate verification must confirm that the requestor is the Data Subject or their authorised legal representative. Data Subjects shall have the right to require Long Road Sixth Form College to correct or supplement erroneous, misleading, outdated, or incomplete Personal Data. If Long Road Sixth Form College cannot respond fully to the request within 30 days, the Data Protection Officer shall nevertheless provide the following information to the Data Subject, or their authorised legal representative within the specified time:

- An acknowledgement of receipt of the request.
- Any information located to date.
- Details of any requested information or modifications which will not be provided to the Data Subject, the reason(s) for the refusal, and any procedures available for appealing the decision.
- An estimated date by which any remaining responses will be provided.
- An estimate of any costs to be paid by the Data Subject (e.g. where the request is excessive in nature).
- The name and contact information of the Long Road Sixth Form College individual who the Data Subject should contact for follow up.

It should be noted that situations may arise where providing the information requested by a Data Subject would disclose Personal Data about another individual. In such cases, information must be redacted or withheld as may be necessary or appropriate to protect that person's rights. Detailed guidance for dealing with requests from Data Subjects can be found in the Long Road Sixth Form College '*Data Subject Request Handling Procedures*' document.

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### 13.1 Freedom of Information

The College Publication Scheme explains how college information may be accessed, according to the Freedom of Information Act 2000, subject to the provisions of the Data Protection Act 1998 and the General Data Protection Regulations (UK GDPR) 2018.

### 13.2 Law Enforcement Requests & Disclosures

In certain circumstances, it is permitted that Personal Data be shared without the knowledge or Consent of a Data Subject. This is the case where the disclosure of the Personal Data is necessary for any of the following purposes:

- The prevention or detection of crime.
- The apprehension or prosecution of offenders.
- In relation to Safeguarding of individuals
- The assessment or collection of a tax or duty.
- By the order of a court or by any rule of law.

If Long Road Sixth Form College Processes Personal Data for one of these purposes, then it may apply an exception to the Processing rules outlined in this policy but only to the extent that not doing so would be likely to prejudice the case in question.

If Long Road Sixth Form College receives a request from a court or any regulatory or law enforcement authority for information relating to a Long Road Sixth Form College Contact, you must immediately notify the Data Protection Officer who will provide comprehensive guidance and assistance.

## 14. DATA PROTECTION TRAINING

All Long Road Sixth Form College Employees that have access to Personal Data will have their responsibilities under this policy outlined to them as part of their staff induction training. In addition, Long Road Sixth Form College will provide regular Data Protection training and procedural guidance for their staff.

The training and procedural guidance set forth will consist of, at a minimum, the following elements:

- The Data Protection Principles set forth in Section 4.2 above.
- Each Employee's duty to use and permit the use of Personal Data only by authorised persons and for authorised purposes.
- The need for, and proper use of, the forms and procedures adopted to implement this policy.
- The correct use of passwords, security tokens and other access mechanisms.
- The importance of limiting access to Personal Data, such as by using password protected screen savers and logging out when systems are not being attended by an authorised person.
- Securely storing manual files, printouts and electronic storage media.

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- The need to obtain appropriate authorisation and utilise appropriate safeguards for all transfers of Personal Data outside of the internal network and physical office premises.
- Proper disposal of Personal Data by using secure shredding facilities.
- Any special risks associated with particular departmental activities or duties.

## 15. DATA TRANSFERS

Long Road Sixth Form College may transfer Personal Data to internal or Third Party recipients located in another country where that country is recognised as having an adequate level of legal protection for the rights and freedoms of the relevant Data Subjects. Where transfers need to be made to countries lacking an adequate level of legal protection (i.e. Third Countries), they must be made in compliance with an approved transfer mechanism.

Long Road Sixth Form College may only transfer Personal Data where one of the transfer scenarios list below applies:

- The Data Subject has given Consent to the proposed transfer.
- The transfer is necessary for the performance of a contract with the Data Subject.
- The transfer is necessary for the implementation of pre-contractual measures taken in response to the Data Subject's request.
- The transfer is necessary for the conclusion or performance of a contract concluded with a Third Party in the interest of the Data Subject.
- The transfer is legally required on important public interest grounds.
- The transfer is necessary for the establishment, exercise or defence of legal claims.
- The transfer is necessary in order to protect the vital interests of the Data Subject.

### 15.1 Transfers to Third Parties

Long Road Sixth Form College will only transfer Personal Data to, or allow access by, Third Parties when it is assured that the information will be Processed legitimately and protected appropriately by the recipient. Where Third Party Processing takes place, Long Road Sixth Form College will first identify if, under applicable law, the Third Party is considered a Data Controller or a Data Processor of the Personal Data being transferred.

Where the Third Party is deemed to be a Data Controller, Long Road Sixth Form College will enter into, in cooperation with the Data Protection Officer, an appropriate agreement with the Controller to clarify each party's responsibilities in respect to the Personal Data transferred.

Where the Third Party is deemed to be a Data Processor, Long Road Sixth Form College will enter into, in cooperation with the Data Protection Officer, an adequate Processing agreement with the Data Processor. The agreement must require the Data Processor to protect the Personal Data from further disclosure and to only Process Personal Data in compliance with Long Road Sixth Form College instructions. In addition, the agreement will require the Data Processor to implement appropriate technical and organisational measures to protect the Personal Data as well as procedures for providing notification of Personal Data Breaches. Long Road Sixth Form College has a '*Standard Data Processing Agreement*' document that should be used as a baseline template.

When Long Road Sixth Form College is outsourcing services to a Third Party (including Cloud Computing services), they will identify whether the Third Party will Process Personal Data on its behalf and whether the outsourcing will entail any Third Country transfers of Personal Data. In either case, it will make sure to include, in cooperation with the Data Protection Officer, adequate provisions in the outsourcing agreement for such Processing and Third Country



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transfers. Long Road Sixth Form College has a '*Standard Provisions for Outsourcing Agreement*' document that should be used for guidance.

The Data Protection Officer shall conduct regular audits of Processing of Personal Data performed by Third Parties, especially in respect of technical and organisational measures they have in place. Any major deficiencies identified will be reported to and monitored by the Long Road Sixth Form College Leadership team.

### **16. COMPLAINTS HANDLING**

Data Subjects with a complaint about the Processing of their Personal Data, should put forward the matter in writing to the Data Protection Officer. An investigation of the complaint will be carried out to the extent that is appropriate based on the merits of the specific case. The Data Protection Officer will inform the Data Subject of the progress and the outcome of the complaint within a reasonable period.

If the issue cannot be resolved through consultation between the Data Subject and the Data Protection Officer, then the Data Subject may, at their option, seek redress through mediation, binding arbitration, litigation, or via complaint to the Data Protection Authority within the applicable jurisdiction.

### **17. BREACH REPORTING**

Any individual who suspects that a Personal Data Breach has occurred due to the theft or exposure of Personal Data must immediately notify the Data Protection Officer providing a description of what occurred. Notification of the incident can be made via e-mail [dpo@longroad.ac.uk](mailto:dpo@longroad.ac.uk), or by calling 01223 631230.

The Data Protection Officer will investigate all reported incidents to confirm whether or not a Personal Data Breach has occurred. If a Personal Data Breach is confirmed, the Data Protection Officer will follow the relevant authorised procedure based on the criticality and quantity of the Personal Data involved. For severe Personal Data Breaches, the Long Road Sixth Form College Leadership Team will initiate and chair an emergency response team to coordinate and manage the Personal Data Breach response.

## **18. POLICY MAINTENANCE**

### **18.1 Publication**

This policy shall be available to all Long Road Sixth Form College Employees through the Long Road Sixth Form Virtual Staff Room on Moodle and on the College Website at <https://www.longroad.ac.uk/the-college/general-info/policies/data-protection/>

### **18.2 Revisions**

The Data Protection Officer is responsible for the maintenance and accuracy of this policy. Notice of significant revisions shall be provided to Long Road Sixth Form College Employees through the Human Resources department. Changes to this policy will come into force when published on Long Road Sixth Form College Virtual Staff Room on Moodle and on the College Website at <https://www.longroad.ac.uk/the-college/general-info/policies/data-protection/>