

# Privacy Policy

This Privacy Policy describes how The College of Animal Welfare Ltd protects and makes use of the personal information you provide to us. It applies to information we collect about; visitors to our websites and people who may use our services. This includes, but is not limited to the following:

- Individuals who subscribe to our marketing
- Individuals who attend our events or who purchase products from us
- Individuals who supply data to us through surveys
- Individuals who apply and/or study with us
- Employers who purchase training from us
- Employers who take a student on work experience or placement
- Employers who employ an apprentice

By using our services you agree to the use of the data that we collect in accordance with this Privacy Policy.

If you are asked to provide information to us, it will only be used in the ways described in this Privacy Policy.

## What data we gather

We may collect a range of information including, but not limited to the following:

- Name, date of birth, employer
- Contact information including phone, email and postal address
- Educational information including qualifications, predicted grades, learning support needs
- Diversity data (e.g. sex, age, ethnicity, disability)
- Individual achievements, attendance, results and performance on programme of study
- Video recordings of physical and virtual; meetings, events and training
- Records of communications sent and received by you
- Attendance at college and events

- Website usage data

We may also temporarily collect and store banking details prior to payment authorisation.

## **How we use this data**

Collecting this data helps us provide you with a service that meets your needs. We may use data:

- to meet our legal and statutory duties and responsibilities
- to process applications and enrolments
- for our own internal records so that we can provide you with a high quality service
- to contact you in response to a specific enquiry
- to contact you about services, products, offers and other things provided by us which we think may be relevant to you
- to contact you via email, telephone, fax, post or text message for research purposes.

## **Information Sharing and Disclosure**

We do not sell or rent your personal information.

Your information may, by necessity, be disclosed to appropriate staff members of The College of Animal Welfare Ltd and to government bodies (to fulfil our statutory responsibilities) such as the Education and Skills Funding Agency, Ofsted, the Department for Education and awarding organisations.

Any personal information we hold about you is processed in accordance with the current data protection legislation.

## **Visitors to our website**

When someone visits our sites we collect and archive standard internet log information and visitor details of behaviour patterns. We do this to find out things such as the number of visitors to the different parts of the site. We collect the information in a way that does not identify anyone. If we do want to collect personally identifiable information through our website, we will make the purpose clear.

## **Use of Cookies and Web Storage Objects**

Cookies and Web Storage Objects are small files placed on your device's storage. These enable our websites to identify your device, as you view different pages on our website.

These types of files also allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They enable us to see information such as how many people use the website, what pages they tend to visit or to attempt to display information that is most relevant to you.

Cookies and Web Storage Objects do not provide us with access to your device or any other information about you other than that which you choose to share with us.

By using your browser controls, you are always in control of the Cookies and Web Storage Objects we store and access on your computer.

Our full Cookie Policy can be found on our websites.

## Controlling information about you

If you have agreed that we can use your information for marketing purposes, you can easily change your preferences or fully unsubscribe by following the links in the footer of our emails or by visiting

- The College of Animal Welfare and CAW CPD: <http://www.caw.ac.uk/subscriptions/>
- CAW Business School: <http://business.caw.ac.uk/subscriptions/>

## Links from our site

Our websites may contain links to websites owned by third parties, which we will have no control over. If you provide information to a third-party website, we are not responsible for its protection and privacy. You are advised to read the privacy policy or statement of other websites prior to using them.

## Our expectations of you under this policy

You should regularly check the personal information you provided, such as your contact details in the student system and ensure that they are kept up to date.

## Your expectations of us under this policy

We will ensure that the personal data held about you is processed in accordance with data protection law. It is shared internally where appropriate in order to meet the purposes detailed above. The law requires that any information held is accurate and has been processed fairly and lawfully. Where it is necessary to collect sensitive information about you – such as health – we will only share this information with colleagues who have a legitimate reason for the details. You also have the right to access any personal information we hold about you and correct it if necessary.

Subject to certain conditions, you have the following rights in relation to your personal data:

1. A right to access personal data held by us about you (please see section entitled "How can I access my personal information" below).
2. A right to require us to rectify any inaccurate personal data held by us about you.
3. A right to require us to erase personal data held by us about you. This right will only apply where, for example, we no longer need to use the personal data to achieve the purpose we collected it for; or where you withdraw your consent if we are using your personal data based on your consent; or where you object to the way we process your data (in line with 6 below).

4. A right to restrict our processing of personal data held by us about you. This right will only apply where, for example, you dispute the accuracy of the personal data held by us; or where you would have the right to require us to erase the personal data but would prefer that our processing is restricted instead; or where we no longer need to use the personal data to achieve the purpose we collected it for, but we require the data for the purposes of dealing with legal claims.
5. A right to receive personal data which you have provided to us in a structured, commonly used and machine readable format. You also have the right to require us to transfer this personal data to another organisation.
6. A right to object to our processing of personal data held by us about you.
7. A right to withdraw your consent where we are relying on it to use your personal data. Note that a withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal.
8. A right to ask us not to use information about you in a way that allows computers to make decisions about you and ask us to stop.

In certain circumstances, we may need to restrict your rights in order to safeguard the public interest (e.g. the prevention or detection of crime) and our interests (e.g. the maintenance of legal privilege).

Data protection law requires us to take reasonable steps to ensure that any personal data we process is accurate and up-to-date. Please help us to do this by advising us of any changes to your personal data.

## Who to Contact

Requests for further information on data protection and your data held by The College of Animal Welfare can be made in writing or by email to [data@caw.ac.uk](mailto:data@caw.ac.uk)

Your right of access or change can be exercised at any time by contacting the Data Protection Officer.

If the Data Protection Officer is unable to adequately address any concerns you may have about the way in which the college uses your data, you have the right to lodge a formal complaint with the data protection regulator, the Information Commissioner's Office. Full details may be accessed on the complaints section of the [Information Commissioner's Office website](#).

## Changes to this Privacy Policy

We will keep this Privacy Policy under regular review and reserve the right to change it as necessary from time to time or if required by law. The latest version is published on our websites. We suggest that you read this document each time you use our website to check for updates and to ensure that it still meets with your approval.

# COVID-19

Information in connection with The College of Animal Welfare student COVID-19 line.

This notice relates to any information to support the NHS Test and Trace service. We may collect, use, store and transfer different kinds of personal data about you. This may include:

- Your name and contact details;
- Details of your attendance at the relevant College centre, including dates and times of arrival/departure.

We do not collect special category data as part of this process.

We will keep your the personal data you provide for Test and Trace purposes for 21 days as recommended by the UK Government information.

## **How does this notice relate to other information about data protection?**

This notice only applies to anyone that chooses to make an enquiry via the COVID-19 line and shares personal data with College staff.

Further details of the processing undertaken by The College of Animal Welfare in relation to prospective students, staff, alumni and research participants available from the respective privacy notices (please do link).

## **What personal information will we process?**

The College will process the personal information you provide when you email or call the COVID-19 service. This may include personal contact details such as name, telephone number and email address, your relationship with the College, the reason for your enquiry, further information about your enquiry that you choose to provide including confidential and sensitive personal details that you may disclose for us to manage any additional support needs or onward referrals required.