

Privacy Policy

This Privacy Policy explains how The College of Animal Welfare Ltd ("CAW", "we", "us", or "our") collects, uses, stores and protects personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations (PECR) where applicable.

1. Data Controller

The College of Animal Welfare Ltd is the data controller for the personal data described in this Privacy Notice.

Registered Address: Headland House, Chord Business Park, London Road, Godmanchester, Cambridgeshire PE29 2BQ. Company Registration Number: 02966536.

The Data Protection Lead (DPL) for the College of Animal Welfare is: Mr Leslie Heaton-Smith

Data Protection Contact: data@caw.ac.uk Telephone: +44 (0)1480 422060

If you have any questions about this notice or the way we process personal data, please contact us using the details above.

2. Where We Obtain Information

We may collect personal information:

- Directly from you when you apply, enrol, subscribe, register for events, contact us or use any of our services.
- From your current or former employer
- Sponsors of any of our college activities
- From awarding organisations and examination bodies.
- From funding agencies and government departments where permitted by law.
- From recruitment partners and agents
- From credit reference agencies
- Through our websites, learning platforms and digital services.
- From publicly available sources where relevant and lawful.

We will inform you if we receive information about you from another source where we are required to do so under data protection law.

Where we process Special Category Data, we do so under Article 9 UK GDPR and Schedule 1 Data Protection Act 2018. This may include processing necessary for employment, social protection, safeguarding, substantial public interest, provision of education services, equality monitoring, and supporting students with disabilities or additional learning needs.

3. How we use your Data

Purpose	Categories of Data	Lawful Basis
Managing applications and enrolment	Identity, contact, education records	Contract
Delivering courses and qualifications	Student records, attendance, assessments	Contract
Apprenticeship and funding administration	Student, employer and funding data	Legal obligation
Mandatory reporting to government departments and agencies	Student, employer and financial information	Legal obligation
Safeguarding and welfare support	Health and support information	Legal obligation and substantial public interest
Maintaining academic records	Assessment and qualification data	Legal obligation
Service improvement and quality assurance	Feedback, survey and usage information	Legitimate interests
Communications relating to courses and services	Contact information	Contract or legitimate interests
Marketing communications	Contact information and preferences	Consent or soft opt-in under PECR where applicable
Website administration and security	Technical information and usage data	Legitimate interests

4. 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
- References
- Financial information including credit references for those applying for loans
- Video recordings of physical and virtual meetings, events and training
- Records of communications sent and received by you
- Attendance at college and events
- Technical information including IP address, device identifiers, browser type, operating system, cookie identifiers, login data and website interaction information.
- Website usage data
- CCTV is used for crime prevention, safeguarding and health and safety purposes. Footage is normally retained for 30 days unless required for an investigation.

Where payments are required, payment card and banking information is normally processed directly by authorised payment service providers. We do not retain full payment card details unless necessary for a specific lawful purpose and where appropriate security measures are in place.

Where we rely upon legitimate Interests as our lawful basis, we have carried out balancing assessments and consider that our interests do not override your rights and freedoms. Our legitimate interests include managing and improving our educational services, protecting our systems and information, communicating with existing students and employers, preventing fraud, and ensuring the efficient operation of the College.

5. Children's Information

We recognise the need for additional protection where personal data relates to children and young people. We process such information fairly and transparently and implement appropriate safeguards to protect their privacy.

6. How we retain your data

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

Typical retention periods include:

- Student records are retained for up to 11 years to support qualification verification, funding compliance, audit requirements and legal claims.
- Financial records: 6 years in line with HMRC requirements
- Loan records: 6 years following any full loan repayment
- Marketing data: until consent is withdrawn or data is no longer relevant
- Safeguarding records: in accordance with statutory safeguarding requirements and our Safeguarding Retention Schedule
- CCTV recordings: 20 weeks

Retention periods may vary depending on legal obligations and specific circumstances. Full details are contained within our Records Retention Schedule, which may be requested from the Data Protection Lead.

7. Information Sharing and Disclosure

We do not sell your personal data. We may share your information with:

Data Processors

Examples:

- Microsoft 365
- Student management systems
- Learning management systems
- Payment providers
- CRM systems

Independent Controllers

Examples:

- Department for Education
- Skills England
- Ofsted
- Awarding organisations
- RCVS

All third parties are required to respect the security of your personal data and process it in accordance with the law.

We may also share information where required to comply with legal obligations.

8. International Data Transfer

We do not routinely transfer your personal data outside the United Kingdom. Some of our service providers may process information outside the UK. Where this occurs we implement appropriate safeguards, such as:

- Adequacy regulations issued by the UK Government
- International Data Transfer Agreement (IDTA), UK Addendum to the EU Standard Contractual Clauses, or other approved transfer mechanisms recognised under UK GDPR.

9. Data Security

We take the security of your personal data seriously and have implemented appropriate technical and organisational measures to protect it from unauthorised access, use, loss, or disclosure.

These measures include:

- secure systems and access controls
- staff training in data protection
- regular review of security practices

10. 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. Where website analytics data can identify or be linked to individuals, it is processed in accordance with this Privacy Notice. If we do want to collect personally identifiable information through our website, we will make the purpose clear.

11. Use of Cookies and Web Storage Objects

Our websites use essential and non-essential cookies. Where required by law, non-essential cookies and similar technologies are only placed on your device following your consent through our Cookie Consent Management Platform. You may withdraw or amend your consent at any time.

12. 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/>

Alternatively you may contact our Data Protection Lead (DPL) using the details below:

DPL: Leslie Heaton-Smith

Postal Address: The College of Animal Welfare Ltd, Headland House, Chord Business Park, London Road, Godmanchester, Cambridgeshire, PE29 2BQ

Phone: (+44) 01480 422 060

Email: data@caw.ac.uk

13. 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.

14. 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.

15. UK GDPR Rights

Under UK GDPR, you have the right to:

- Be informed about how we use your personal data.
- Access your personal data.
- Request correction of inaccurate personal data.
- Request erasure of personal data in certain circumstances.
- Request restriction of processing.
- Object to processing based on legitimate interests.
- Receive your personal data in a portable format where applicable.
- Withdraw consent at any time where consent is the basis for processing.
- Not be subject to solely automated decision-making with legal or similarly significant effects. We do not carry out automated decision-making or profiling that produces legal or similarly significant effects.

- Lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO)

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

<https://ico.org.uk>

Telephone: 0303 123 1113

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.

You are not required to provide personal data; however, if you choose not to, this may affect our ability to provide services to you.

16. Personal Data Breaches

We maintain procedures for identifying, investigating and responding to personal data breaches. Where required by law, we will notify the Information Commissioner's Office and affected individuals.

17. 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

Your data protection rights can be exercised at any time by contacting the Data Protection Lead.

If the Data Protection Lead 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](https://ico.org.uk).

18. Changes to this Privacy Policy

We will keep this Privacy Policy under regular review and reserve the right to update, amend, or change the policy. 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.

Version: 2.0

Effective Date: 1st July 2026

Last Reviewed: 1st July 2026

Next Review: July 2027