



Wandsworth Council Lifelong Learning Privacy Policy

Aiming to improve the quality of life skills and employability of residents in the Borough, making Wandsworth a vibrant, prosperous learning community.

Updated May 2018

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The Council will do all we can to respect your privacy and to protect your personal information we acquire when you use our services.

How we protect and use your information

This Privacy Notice provides a summary on how we use your information in order to fulfil our statutory responsibilities as a Local Authority in the provision of services to you, explains your rights and outlines the measures that we have taken to protect the personal data we hold.

We collect and process various types of personal information, including basic information such as your name and contact details. Most of your information will have been provided by yourself or collected through your use of Council services.

What is personal information?

Personal information can be anything that identifies and relates to a living person. This can include information that when put together with other information can then identify a person, for example, this could be your name and contact details.

Some information is 'special' and needs more protection due to its sensitivity. It's often information you would not want widely known and is very personal to you. This is likely to include: sexuality, sexual health, religious or philosophical beliefs, ethnicity, physical or mental health, trade union membership, political opinion, and genetic/biometric data.

Why do we need your personal information?

We may need to use some information about you to:

- Deliver services and support to you
- Manage those services we provide to you
- Train and manage the employment of our workers who deliver those services
- Help investigate any worries or complaints you have about your services
- Keep track of spending on services
- Check the quality of services
- To help with research and planning of new services
- To keep you informed about new initiatives and opportunities within the borough – where you have asked us to keep you informed

How the law allows us to use your personal information

There are a number of legal reasons why we need to collect and use your personal information. Generally, we collect and use personal information when:

- It is required by law
- You, or your legal representative, have given consent
- You have entered into a contract with us
- It is necessary to perform our statutory duties
- It is necessary to protect someone in an emergency
- It is necessary for employment purposes
- It is necessary to deliver health or social care services
- You have made your information publicly available
- It is necessary for legal cases
- It is to the benefit of society as a whole
- It is necessary to protect public health
- It is necessary for archiving, research, or statistical purposes

What personal data do we collect

You may give us information about you by corresponding with us by phone, email or entering into a learning or employer activity. This includes information you provide when you use our website or enrol onto a learning programme.

The information you share with us may include your name, address, email address and phone number, date of birth, marital status, personal description (including gender), geographical location, employment history, details regarding your right to work in the UK, salary information and training/achievements records.

Sensitive personal data - We may also collect, store and use special categories of more sensitive personal information, including race, ethnic origin, religion, sexual orientation and criminal convictions.

How do we use your personal data and what is the legal basis for such processing?

The personal data we collect is usually mandatory and, if such personal data is not provided, we may not be able to process your request – such as enrolling onto a course or programme. Where the process of collection of any personal data is not mandatory, we will inform you of this prior to collection.

If you are an existing customer, we may contact you with information about our services similar to those that you have expressed an interest in previously via our website or other means of contact with us.

Our contractual basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it.

However, we will normally process your personal information only:

- Where we have your consent to do so

- Where the processing is necessary to perform our contract with you; or
- Where the processing is in our legitimate interests or those of the third party and such interests are not overridden by your data protection interests or fundamental rights and freedoms; and
- Where we have a legal obligation to process your personal information.

For example, we need to process an employer and learners data when a participant is enrolling onto an Apprenticeship, Classroom or Community Learning Programme. This is because it is necessary for government funding contractual compliance.

A lot of our funding is provided by the Education and Skills Funding Agency. For more information on how data is processed for these programmes, please follow the link below.

<https://www.gov.uk/government/publications/esfa-privacy-notice/education-and-skills-funding-agency-privacy-notice-may-2018>

We only collect and store information that we need for as long as we need it

We'll only collect and use personal information if we need it to deliver a service or meet a requirement. If we use your information for other reasons such as for performance reporting and analysis, we'll always keep your personal identifying details anonymous unless you've agreed that your personal details can be included. Where your information is no longer needed it will be destroyed in line with the Councils retention and disposal policies.

What you can do about your personal information

Data protection law gives you a number of rights to control what personal information we can hold and how it is used by us.

You can ask for access to the information we hold on you

We would normally expect to share what we record about you with you whenever we assess your needs or provide you with services. However, you also have the right to ask for all the information we have about you and the services you receive from us. When we receive a request from you either verbally or in writing, we will review the records held and respond to you within one month.

If you have any queries about access to your information please [make a request](#) for records held by Wandsworth Council.

Data protection law specifies that we cannot let you see any parts of your record which contain items such as:

- Confidential information about other people
- Information a professional assesses may cause serious harm to your or someone else's physical or mental wellbeing
- If we think that giving you the information may stop us from the prevention or detection of a crime

You can ask to change information you think is inaccurate

You should let us know if you disagree with something in our records about you.

We will correct factual inaccuracies and may include your comments in the record to show that you disagree with it where necessary.

You can ask to withdraw consent previously given

Where we have previously had your consent to use your personal information, you have the right to remove your consent at any time.

You can ask to delete information (right to be forgotten)

In some circumstances you can ask for your personal information to be deleted, for example:

- Where your personal information is no longer needed for the reason why it was collected for in the first place
- Where you have removed your consent for us to use your information (where there is no other legal reason us to use it)
- Where there is no legal reason for the use of your information
- Where deleting the information is a legal requirement
- Where we have processed the personal data for direct marketing purposes and the individual objects to that processing
- Where we have processed the personal data unlawfully
- Where we have processed the personal data to offer information society services to a child

Where your personal information has been shared with others, we will make sure those using your personal information comply with your request for erasure where possible. Please note that we cannot delete your information where:

- We are required to have it by law
- It is used for freedom of expression
- It is used for public health purposes
- It is for, scientific or historical research, or statistical purposes where it would make information unusable
- It is necessary for legal claims
- For the performance of a task carried out in the public interest or in the exercise of official authority

You have the right to ask us to restrict the use of your personal information

You can ask us to restrict the use of your personal information where either:

- You have identified inaccurate information
- The processing was unlawful and although you do not want your information erased you want its use restricted
- You need your personal information held by the us for your use of it for legal reasons, even though we have no further use for it
- You object to the processing of your personal information and we need to provide legitimate grounds for the processing

You have the right to ask us to stop using your personal information for any council service.

Unless we can demonstrate compelling legitimate grounds for the processing of your personal data which overrides your interests, rights and freedoms or its use in legal claims, you have the right to object to the processing of your personal information. However, if this request is approved this may cause delays or prevent us delivering that service. This includes the right not to be subject to a decision based solely on automated processing, including profiling.

You have the right to data portability

Only where you have provided us with either consent to have your personal information or where it has been processed in order to fulfil a contract with us and where the information has been automated, you can request this information be given to other organisations where technically feasible.

If you wish to exercise any of the rights above please contact us by email at DPO@richmondandwandsworth.gov.uk with full details and verification of who you are (i.e. proof of address and ID) and we will process your request as quickly as possible

How we hold your data

We keep your information confidential and will only share your information outside of the Council for the purposes mentioned in our privacy notice. This may include sharing with third parties such as our partner service providers or for fraud prevention and in compliance with law enforcement agencies and regulators.

We use a range of organisations to either store personal information or help deliver our services to you. Where we have these arrangements, there is always an agreement in place to make sure that the organisation complies with data protection law.

Before we share personal information to make sure we protect your privacy and comply with the law.

Sometimes we have a legal duty to provide personal information to other organisations. We may disclose your personal data to the following categories of recipient for the purposes described in this Privacy notice:

- Funding agencies for example: Department of Work & Pensions, ESFA
- Reference and DBS check supplier
- Occupational health providers

We may also disclose your personal data to any competent law enforcement body, regular government agency or other third party where we believe disclosure is necessary (i) as a matter of applicable law or regulation; (ii) to exercise, establish or defend our legal rights; or (iii) to protect your vital interests or those of any other person.

How do we protect your information?

We will do what we can to make sure we hold records about you (on paper and electronically) in a secure way, and we'll only make them available to those who have a right to see them. Examples of our security include:

- We will continue to work towards the standards set by ISO27001 for information security
- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password). This is done with a secret code or what's called a 'cypher'. The hidden information is said to then be 'encrypted'
- Pseudonymising, meaning that we'll use a different name so we can hide parts of your personal information from view. This means that someone outside of the Council could work on your information for us without ever knowing it was yours
- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it
- Training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates (commonly called patches).

Generally, the Council will not process your personal data outside of the EU, in exceptions where we do, we will ensure equivalent data protection controls are in place.

Where can I get advice?

The Council's Data Protection Officer (DPO) is Tania Robinson. The DPO can be contacted at dpo@richmondandwandsworth.gov.uk.

If you are unhappy about how we have handled your data or for independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO), their contact details can be found via the [ICO website](#) or you can email casework@ico.org.uk.

Visitors to our websites

When you visit the Council's website we collect routine internet log information, which allows us to see visitor behaviour patterns and helps us improve our website. Internet log information is collected in a way which does not allow us to identify you and we do not make any attempts to find out the identities of individuals visiting our website.

Cookies and how you use our website

To make this website easier to use, we sometimes place small text files on your device (for example your iPad or laptop) called cookies. Most big websites do this too.

They improve things by:

- Remembering the things you have chosen while on our website, so you do not have to keep re-entering them whenever you visit a new page
- Remembering data you have given (for example, your address) so you do not need to keep entering it
- Measuring how you use the website so we can make sure it meets your needs

By using our website, you agree that we can place these types of cookies on your device. We do not use cookies on this website that collect information about what other websites you visit (often referred to as privacy intrusive cookies). Our cookies are not used to identify you personally, they are just here to make the site work better for you. You can manage or delete these files as you wish. To learn more about cookies and how to manage them, visit AboutCookies.org.

External links

Our website contains external links to third party sites. Our privacy policy applies only to information collected by or on behalf of the Council. When you are transferring to another site you should read their privacy statement on the use of your information before submitting any personal details.

Updating this privacy notice

Our privacy notice may be reviewed from time to time so please check back here each time you submit personal data to us.