



OSC – GENERAL DATA PROTECTION POLICY

TABLE OF CONTENTS

1. OVERVIEW	1
2. ABOUT THIS POLICY	2
3. DEFINITIONS.....	2
4. COLLEGE STAFF’S GENERAL OBLIGATIONS	4
5. DATA PROTECTION PRINCIPLES	4
6. LAWFUL USE OF PERSONAL DATA	5
7. TRANSPARENT PROCESSING – PRIVACY NOTICES	6
8. DATA QUALITY – ENSURING THE USE OF ACCURATE, UP TO DATE AND RELEVANT PERSONAL DATA	6
9. PERSONAL DATA MUST NOT BE KEPT FOR LONGER THAN NEEDED	7
10. DATA SECURITY	7
11. DATA BREACH	8
12. APPOINTING CONTRACTORS WHO ACCESS THE COLLEGE GROUP’S PERSONAL DATA.....	8
13. INDIVIDUALS’ RIGHTS	10
14. MARKETING AND CONSENT	11
15. AUTOMATED DECISION MAKING AND PROFILING.....	12
16. DATA PROTECTION IMPACT ASSESSMENTS (DPIA)	12
17. TRANSFERRING PERSONAL DATA TO A COUNTRY OUTSIDE THE EEA.....	13

1. OVERVIEW

Orbital South Colleges’ reputation and future growth are dependent on the way the it manages and protects Personal Data. Protecting the confidentiality and integrity of Personal Data is a key responsibility of everyone within the College Group.

As an organisation that collects, uses and stores Personal Data about its employees, students, governors, parents, partner organisations, visitors and suppliers (partnerships or individuals within companies), the College Group recognises that having controls around the collection, use, retention and destruction of Personal Data is important in order to comply with the College Group’s obligations under Data Protection Laws and in particular its obligations under Article 5 of the General Data Protection Regulation (GDPR).

The College Group has implemented this Data Protection Policy to ensure all College Staff are aware of what they must do to ensure the correct and lawful treatment of Personal Data. This will maintain confidence in the College Group and will provide for a successful working and learning environment for all.

College Staff will receive a copy of this Policy when they start and may receive periodic revisions of this Policy. This Policy does not form part of any member of the College Staff's contract of employment and the College Group reserves the right to change this Policy at any time. All College Staff are obliged to comply with this Policy at all times.

If you have any queries concerning this Policy, please contact our Data Protection Officer, Kevin Squire at DPO@esc.ac.uk, who is responsible for ensuring the College Group's compliance with this Policy.

2. ABOUT THIS POLICY

This Policy (and the other policies and documents referred to in it) sets out the basis on which the College Group will collect and use Personal Data either where the College Group collects it from individuals itself, or where it is provided to the College Group by third parties. It also sets out rules on how the College Group handles uses, transfers and stores Personal Data.

It applies to all Personal Data stored electronically, in paper form, or otherwise.

3. DEFINITIONS

- 3.1. **College Group** – Orbital South Colleges (OSC), comprising East Surrey College, incorporating Reigate School of Art and John Ruskin College
- 3.2. **College Staff** – Any College Group employee, worker or contractor who accesses any of the College Group's Personal Data and will include employees, consultants, contractors, and temporary Staff hired to work on behalf of the College Group.
- 3.3. **Controller** – Any entity (e.g., company, organisation or person) that makes its own decisions about how it is going to collect and use Personal Data.

A Controller is responsible for compliance with Data Protection Laws. Examples of Personal Data the College Group is the Controller of include employee details or information it collects relating to students. The College Group will be viewed as a Controller of Personal Data if it decides what Personal Data the College Group is going to collect and how it will use it.

A common misconception is that individuals within organisations are the Controllers; this is not the case. It is the organisation itself which is the Controller.

- 3.4. **Data Protection Laws** – The General Data Protection Regulation (Regulation (EU) 2016/679) and all applicable laws relating to the collection and use of Personal Data

and privacy and any applicable codes of practice issued by a regulator, including in the UK, the Data Protection Act 2018.

- 3.5. **Data Protection Officer** – Our Data Protection Officer is **Kevin Squire**, and can be contacted at: **01737 772611 / Ext: 8429**, DPO@esc.ac.uk
- 3.6. **EEA** – Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the UK.
- 3.7. **ICO** – the Information Commissioner’s Office, the UK’s data protection regulator.
- 3.8. **Individuals** – Living individuals who can be identified, *directly or indirectly*, from information that the College Group has. For example, an individual could be identified directly by name, or indirectly by gender, job role and office location if you can use this information to work out who they are. Individuals include employees, students, parents, visitors and potential students. Individuals also include partnerships and sole traders.
- 3.9. **Personal Data** – Any information about an Individual (see definition above) which identifies them or allows them to be identified in conjunction with other information that is held. It includes information of this type, even if used in a business context.

Personal data is defined broadly and covers things such as name, address, email address (including in a business context, email addresses of Individuals in companies such as `firstname.surname@organisation.com`), IP address and also more sensitive types of data such as trade union membership, genetic data and religious beliefs. These more sensitive types of data are called “Special Categories of Personal Data” and are defined below. Special Categories of Personal Data are given extra protection by Data Protection Laws.

- 3.10. **Processor** – Any entity (e.g. company, organisation or person) which accesses or uses Personal Data on the instruction of a Controller.

A Processor is a third party that processes Personal Data on behalf of a Controller. This is usually as a result of the outsourcing of a service by the Controller or the provision of services by the Processor which involve access to or use of Personal Data. Examples include: where software support for a system, which contains Personal Data, is provided by someone outside the business; cloud arrangements; and mail fulfilment services.

- 3.11. **Special Categories of Personal Data** – Personal Data that reveals a person’s racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data (i.e. information about their inherited or acquired genetic characteristics), biometric data (i.e. information about their physical, physiological or behavioural characteristics such as facial images and fingerprints), physical or mental health, sexual life or sexual orientation and criminal record. Special Categories of Personal Data are subject to additional controls in comparison to ordinary Personal Data.

4. COLLEGE STAFF'S GENERAL OBLIGATIONS

- 4.1. All College Staff must comply with this policy.
- 4.2. College Staff must ensure that they keep confidential all Personal Data that they collect, store, use and come into contact with during the performance of their duties.
- 4.3. College Staff must not release or disclose any Personal Data:
 - 4.3.1. outside the College Group; or
 - 4.3.2. inside the college Group to College Staff not authorised to access the Personal Data,

without specific authorisation from their manager or the Data Protection Officer; this includes by phone calls or in emails.
- 4.4. College Staff must take all steps to ensure there is no unauthorised access to Personal Data whether by other College Staff who are not authorised to see such Personal Data or by people outside the College Group.

5. DATA PROTECTION PRINCIPLES

- 5.1. When using Personal Data, Data Protection Laws require that the College Group complies with the following principles. These principles require Personal Data to be:
 - 5.1.1. processed lawfully, fairly and in a transparent manner;
 - 5.1.2. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
 - 5.1.3. adequate, relevant and limited to what is necessary for the purposes for which it is being processed;
 - 5.1.4. accurate and kept up to date, meaning that every reasonable step must be taken to ensure that Personal Data that is inaccurate is erased or rectified as soon as possible;
 - 5.1.5. kept for no longer than is necessary for the purposes for which it is being processed; and
 - 5.1.6. 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, using appropriate technical or organisational measures.

- 5.2. These principles are considered in more detail in the remainder of this Policy.
- 5.3. In addition to complying with the above requirements the College Group also has to demonstrate in writing that it complies with them. The College Group has a number of policies and procedures in place, including this Policy and the documentation referred to in it, to ensure that the College Group can demonstrate its compliance.

6. LAWFUL USE OF PERSONAL DATA

Lawful purposes for processing ordinary Personal Data

These are set out in Article 6 of the GDPR and are as follows (paraphrased):

- the use of the Personal Data is for the purposes of the legitimate interests of the Controller;
- the processing is necessary for the performance of a contract;
- the processing is necessary for compliance with a legal obligation;
- the processing is necessary in order to protect the vital interests of the individual or of another natural person;
- the processing is necessary for the performance of a task carried out in the public interest; and
- the individual who is the subject of the Personal Data has given consent for one or more specific purposes.

Lawful purposes for Special Categories of Personal Data

The College Group complies with the additional conditions which need to be met in order to use Special Categories of Personal Data. These are set out in Article 9 of the GDPR and are as follows (paraphrased):

- explicit consent;
- employment and social security obligations;
- vital interests;
- necessary for establishment or defence of legal claims;
- substantial public interest; and
- various scientific and medical issues.

6.1 In order to collect and/or use Personal Data lawfully the College Group needs to be able to show that its use meets one of a number of legal grounds. Please click here to see the detailed grounds [<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing>]

6.2 In addition when the College Group collects and/or uses Special Categories of Personal Data, the College group has to show that one of a number of additional conditions is met. Please click here to see the detailed additional conditions [<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the->

- 6.3 The College Group has carefully assessed how it uses Personal Data and how it complies with the obligations set out in paragraphs 6.1 and 6.2. If the College group changes how it uses Personal Data, the College group needs to update this record and may also need to notify Individuals about the change. If College Staff therefore intend to change how they use Personal Data at any point they must notify the Data Protection Officer who will decide whether their intended use requires amendments to be made and any other controls which need to apply.

7. TRANSPARENT PROCESSING – PRIVACY NOTICES

- 7.1. Where the College Group collects Personal Data directly from Individuals, the College Group will inform them about how the it uses their Personal Data. This is in a privacy notice. The College Group has adopted the following privacy notices:
- a) Privacy Notice Staff
 - b) Privacy Notice Students
 - c) Privacy Notice Governors
 - d) Privacy Notice Visitors and Suppliers
 - e) Privacy Notice Employers and Customers
- 7.2 If the College Group receives Personal Data about an Individual from other sources, the College Group will provide the Individual with a privacy notice about how it will use their Personal Data. This will be provided as soon as reasonably possible and in any event within one month.
- 7.3 If the College Group changes how it uses Personal Data, the College Group may need to notify Individuals about the change. If College Staff therefore intend to change how they use Personal Data, please notify the Data Protection Officer who will decide whether the College Staff's intended use requires amendments to be made to the privacy notices and any other controls which need to apply.

8. DATA QUALITY – ENSURING THE USE OF ACCURATE, UP TO DATE AND RELEVANT PERSONAL DATA

- 8.1. Data Protection Laws require that the College Group only collects and processes Personal Data to the extent that it is required for the specific purpose(s) notified to the Individual in a privacy notice (see paragraph 6 above) and as set out in the College Group's record of how it uses Personal Data. The College Group is also required to ensure that the Personal Data the College Group holds is accurate and kept up to date.
- 8.2. All College Staff that collect and record Personal Data shall ensure that the Personal Data is recorded accurately, is kept up to date and shall also ensure that they limit the collection and recording of Personal Data to that which is adequate,

relevant and limited to what is necessary in relation to the purpose for which it is collected and used.

- 8.3. All College Staff that obtain Personal Data from sources outside the College group shall take reasonable steps to ensure that the Personal Data is recorded accurately, is up to date and limited to that which is adequate, relevant and limited to what is necessary in relation to the purpose for which it is collected and used. This does not require College Staff to independently check the Personal Data obtained.
- 8.4. In order to maintain the quality of Personal Data, all College Staff that access Personal Data shall ensure that they review, maintain and update it to ensure that it remains accurate, up to date, adequate, relevant and limited to what is necessary in relation to the purpose for which it is collected and used. Please note that this does not apply to Personal Data which the College Group must keep in its original form (e.g. for legal reasons or that which is relevant to an investigation).
- 8.5. The College Group recognises the importance of ensuring that Personal Data is amended, rectified, erased or its use restricted where this is appropriate under Data Protection Laws. The College Group has a Rights of Individuals Policy and a Rights of Individuals Procedure which set out how the College Group responds to requests relating to these issues. Any request from an individual for the amendment, rectification, erasure or restriction of the use of their Personal Data should be dealt with in accordance with those documents.

9. PERSONAL DATA MUST NOT BE KEPT FOR LONGER THAN NEEDED

- 9.1. Data Protection Laws require that the College Group does not keep Personal Data longer than is necessary for the purpose or purposes for which the College Group collected it.
- 9.2. The College Group has assessed the types of Personal Data that it holds and the purposes it uses it for and has set retention periods for the different types of Personal Data processed by the College Group, the reasons for those retention periods and how the College Group securely deletes Personal Data at the end of those periods. These are set out in the Data Retention Policy.
- 9.3. If College Staff feel that a particular item of Personal Data needs to be kept for more or less time than the retention period set out in the Data Retention Policy, for example because there is a requirement of law, or if College Staff have any questions about this Policy or the College Group's Personal Data retention practices, they should contact the Data Protection Officer for guidance.

10. DATA SECURITY

The College Group takes information security very seriously and the College Group has security measures against unlawful or unauthorised processing of Personal Data and against the accidental loss of, or damage to, Personal Data. The College Group has in place procedures and technologies to maintain the security of all Personal Data from the point of collection to the point of destruction.

11. DATA BREACH

11.1. Whilst the College Group takes information security very seriously, unfortunately, in today's environment, it is possible that a security breach could happen which may result in the unauthorised loss of, access to, deletion of or alteration of Personal Data. If this happens there will be a Personal Data breach and College staff must comply with the College Group's Data Breach Notification Policy. Please see paragraphs 11.2 and 11.3 for examples of what can be a Personal Data breach. Please familiarise yourself with it as it contains important obligations which College Staff need to comply with in the event of Personal Data breaches.

11.2. Personal Data breach is defined very broadly and is effectively any failure to keep Personal Data secure, which leads to the accidental or unlawful loss (including loss of access to), destruction, alteration or unauthorised disclosure of Personal Data. Whilst most Personal Data breaches happen as a result of action taken by a third party, they can also occur as a result of something someone internal does.

11.3. There are three main types of Personal Data breach which are as follows:

11.3.1. **Confidentiality breach** - where there is an unauthorised or accidental disclosure of, or access to, Personal Data e.g. hacking, accessing internal systems that a College staff member is not authorised to access, accessing Personal Data stored on a lost laptop, phone or other device, people "blagging" access to Personal Data they have no right to access, putting the wrong letter in the wrong envelope, sending an email to the wrong student, or disclosing information over the phone to the wrong person;

11.3.2. **Availability breach** - where there is an accidental or unauthorised loss of access to, or destruction of, Personal Data e.g. loss of a memory stick, laptop or device, denial of service attack, infection of systems by ransom ware, deleting Personal Data in error, loss of access to Personal Data stored on systems, inability to restore access to Personal Data from back up, or loss of an encryption key; and

11.3.3. **Integrity breach** - where there is an unauthorised or accidental alteration of Personal Data.

12. APPOINTING CONTRACTORS WHO ACCESS THE COLLEGE GROUP'S PERSONAL DATA

12.1. If the College Group appoints a contractor who is a Processor of the College Group's Personal Data, Data Protection Laws require that the College Group only appoints them where the College Group has carried out sufficient due diligence and only where the College Group has appropriate contracts in place.

12.2. One requirement of GDPR is that a Controller must only use Processors who meet the requirements of the GDPR and protect the rights of individuals. This means that data protection due diligence should be undertaken on both new and existing suppliers. Once a Processor is appointed they should be audited periodically to

ensure that they are meeting the requirements of their contract in relation to Data Protection.

- 12.3. Any contract where an organisation appoints a Processor must be in writing.
- 12.4. You are considered as having appointed a Processor where you engage someone to perform a service for you and as part of it they may get access to your Personal Data. Where you appoint a Processor you, as Controller remain responsible for what happens to the Personal Data.
- 12.5. GDPR requires the contract with a Processor to contain the following obligations as a minimum:
 - 12.5.1. to only act on the written instructions of the Controller;
 - 12.5.2. to not export Personal Data without the Controller's instruction;
 - 12.5.3. to ensure staff are subject to confidentiality obligations;
 - 12.5.4. to take appropriate security measures;
 - 12.5.5. to only engage sub-processors with the prior consent (specific or general) of the Controller and under a written contract;
 - 12.5.6. to keep the Personal Data secure and assist the Controller to do so;
 - 12.5.7. to assist with the notification of Data Breaches and Data Protection Impact Assessments;
 - 12.5.8. to assist with subject access/individuals rights;
 - 12.5.9. to delete/return all Personal Data as requested at the end of the contract;
 - 12.5.10. to submit to audits and provide information about the processing; and
 - 12.5.11. to tell the Controller if any instruction is in breach of the GDPR or other EU or member state data protection law.
- 12.6. In addition, the contract should set out:
 - 12.6.1. the subject-matter and duration of the processing;
 - 12.6.2. the nature and purpose of the processing;
 - 12.6.3. the type of Personal Data and categories of individuals; and
 - 12.6.4. the obligations and rights of the Controller.

13. INDIVIDUALS' RIGHTS

GDPR gives individuals more control about how their data is collected and stored and what is done with it. Some existing rights of individuals have been expanded upon and some new rights have been introduced.

13.1. The different types of rights of individuals are reflected in this paragraph.

13.2. Subject Access Requests

13.2.1. Individuals have the right under the GDPR to ask the College Group to confirm what Personal Data they hold in relation to them and provide them with the data. This is not a new right but additional information has to be provided and the timescale for providing it has been reduced from 40 days to one month (with a possible extension if it is a complex request). In addition, we will no longer be able to charge a fee for complying with the request.

13.2.2. Subject Access Requests are becoming more and more common and are often made in the context of a dispute which means that it is crucial that they are handled appropriately to avoid a complaint being made to the ICO.

13.3. Right of Erasure (Right to be Forgotten)

13.3.1. This is a limited right for individuals to request the erasure of Personal Data concerning them where:

- 13.3.1.1. the use of the Personal Data is no longer necessary;
- 13.3.1.2. their consent is withdrawn and there is no other legal ground for the processing;
- 13.3.1.3. the individual objects to the processing and there are no overriding legitimate grounds for the processing;
- 13.3.1.4. the Personal Data has been unlawfully processed; and
- 13.3.1.5. the Personal Data has to be erased for compliance with a legal obligation.

13.3.2. In a marketing context, where Personal Data is collected and processed for direct marketing purposes, the individual has a right to object to processing at any time. Where the individual objects, the Personal Data must not be processed for such purposes.

13.4. Right of Data Portability

13.4.1. An individual has the right to request that data concerning them is provided to them in a structured, commonly used and machine-readable format where:

13.4.1.1 the processing is based on consent or on a contract; and

13.3.1.2 the processing is carried out by automated means

13.4.2. This right isn't the same as subject access and is intended to give individuals a subset of their data

13.5. The Right of Rectification and Restriction

13.5.1. Finally, individuals are also given the right to request that any Personal Data is rectified if inaccurate and to have use of their Personal Data restricted to particular purposes in certain circumstances.

13.6. The College Group will use all Personal Data in accordance with the rights given to Individuals' under Data Protection Laws, and will ensure that it allows Individuals to exercise their rights in accordance with the College Group's Rights of Individuals Policy and Rights of Individuals Procedure. Please familiarise yourself with these documents as they contain important obligations which College Staff need to comply with in relation to the rights of Individuals over their Personal Data.

14. MARKETING AND CONSENT

14.1. The College Group will sometimes contact Individuals to send them marketing or to promote the College Group. Where the College Group carries out any marketing, Data Protection Laws require that this is only done in a legally compliant manner.

14.2. Marketing consists of any advertising or marketing communication that is directed to particular individuals. GDPR will bring about a number of important changes for organisations that market to individuals, including:

14.2.1. providing more detail in their privacy notices, including for example whether profiling takes place; and

14.2.2. rules on obtaining consent will be stricter and will require an individual's "clear affirmative action". The ICO like consent to be used in a marketing context.

14.3. Colleges also need to be aware of the Privacy and Electronic Communications Regulations (PECR) that sit alongside data protection. PECR apply to direct marketing i.e. a communication directed to particular individuals and covers any advertising/marketing material. It applies to electronic communication i.e. calls, emails, texts, faxes. PECR rules apply even if you are not processing any personal data

14.4. Consent is central to electronic marketing. We would recommend that best practice is to provide an un-ticked opt-in box.

14.5. Alternatively, the College Group may be able to market using a "soft opt in" if the following conditions were met:

- 14.5.1. contact details have been obtained in the course of a sale (or negotiations for a sale);
- 14.5.2. the College Group are marketing its own similar services; and
- 14.5.3. the College Group gives the individual a simple opportunity to refuse to opt out of the marketing, both when first collecting the details and in every message after that.

15. AUTOMATED DECISION MAKING AND PROFILING

- 15.1. Under Data Protection Laws there are controls around profiling and automated decision making in relation to Individuals.

Automated Decision Making happens where the College Group makes a decision about an Individual solely by automated means without any human involvement and the decision has legal or other significant effects; and

Profiling happens where the College Group automatically uses Personal Data to evaluate certain things about an Individual.

- 15.2. Any Automated Decision Making or Profiling which the College Group carries out can only be done once the College Group is confident that it is complying with Data Protection Laws. If College Staff therefore wish to carry out any Automated Decision Making or Profiling College Staff must inform the Data Protection Officer.
- 15.3. College Staff must not carry out Automated Decision Making or Profiling without the approval of the Data Protection Officer.
- 15.4. The College Group does not carry out Automated Decision Making or Profiling in relation to its employees.

16. DATA PROTECTION IMPACT ASSESSMENTS (DPIA)

- 16.1. The GDPR introduce a new requirement to carry out a risk assessment in relation to the use of Personal Data for a new service, product or process. This must be done prior to the processing via a Data Protection Impact Assessment ("**DPIA**"). A DPIA should be started as early as practical in the design of processing operations. A DPIA is not a prohibition on using Personal Data but is an assessment of issues affecting Personal Data which need to be considered before a new product/service/process is rolled out. The process is designed to:

- 16.1.1. describe the collection and use of Personal Data;
- 16.1.2. assess its necessity and its proportionality in relation to the purposes;
- 16.1.3. assess the risks to the rights and freedoms of individuals; and

- 16.1.4. the measures to address the risks.
- 16.2. A DPIA must be completed where the use of Personal Data is likely to result in a high risk to the rights and freedoms of individuals. The ICO's standard DPIA template is available from www.ico.org.uk.
- 16.3. Where a DPIA reveals risks which are not appropriately mitigated the ICO must be consulted.
- 16.4. Where the College Group is launching or proposing to adopt a new process, product or service which involves Personal Data, the College Group needs to consider whether it needs to carry out a DPIA as part of the project initiation process. The College Group needs to carry out a DPIA at an early stage in the process so that the College Group can identify and fix problems with its proposed new process, product or service at an early stage, reducing the associated costs and damage to reputation, which might otherwise occur.
- 16.5. Situations where the College Group may have to carry out a Data Protection Impact Assessment include the following (please note that this list is not exhaustive):
- 16.5.1. large scale and systematic use of Personal Data for the purposes of Automated Decision Making or Profiling (see definitions above) where legal or similarly significant decisions are made;
- 16.5.2. large scale use of Special Categories of Personal Data, or Personal Data relating to criminal convictions and offences e.g. the use of high volumes of health data; or
- 16.5.3. systematic monitoring of public areas on a large scale e.g. CCTV cameras.
- 16.6. All DPIAs must be reviewed and approved by the Data Protection Officer.

17. TRANSFERRING PERSONAL DATA TO A COUNTRY OUTSIDE THE EEA

- 17.1. Data Protection Laws impose strict controls on Personal Data being transferred outside the EEA. Transfer includes sending Personal Data outside the EEA but also includes storage of Personal Data or access to it outside the EEA. It needs to be thought about whenever the College Group appoints a supplier outside the EEA or the College Group appoints a supplier with group companies outside the EEA which may give access to the Personal Data to staff outside the EEA.
- 17.2. So that the College Group can ensure it is compliant with Data Protection Laws College Staff must not export Personal Data unless it has been approved by the Data Protection Officer.
- 17.3. College Staff must not export any Personal Data outside the EEA without the approval in writing of the Data Protection Officer.

18. ACCESS TO POLICY

This Policy is available from the Executive administration and on the College Group intranet.

19. MECHANISMS FOR FEEDBACK

Constructive comment on the continued improvement of this policy is welcomed and should be forwarded to the Chief Operating Officer.

20. TRAINING AND GUIDANCE

Questions about this policy and/or procedure, and requests for training, guidance or information on this policy and/or procedure, should be directed to the HR Team.

21. REFERENCES

OSC43 Rights of Individuals Policy
OSC44 Personal Data Breach Notification Policy

22. FURTHER INFORMATION: None

23. PRODUCED/REVIEWED BY: Chief Operating Officer **DATE:** June 2022

24. APPROVED BY: Audit Committee **DATE:** 15 June 2022

25. APPROVED BY: Corporation Board **DATE:** 7 July 2022

26. REVIEW BY: May 2025