



MLA
COLLEGE

Privacy Policy

Privacy Policy
Sponsor: Head of Operations
Version 4.0 (November 2024)
Next review: 3 November 2025

MLA College is committed to helping achieve the United Nations Sustainable Development Goals. Whilst consideration has been given to the design of this document to reduce the use of printer ink and paper, please consider the environment before printing and only do so if absolutely necessary.

1. Overview

This privacy notice describes the type of information which MLA College collects and holds, and how it is used. It applies to all students (past, present and prospective) who study with MLA College.

All personal data collected will be treated in accordance with the General Data Protection Regulation (2016/679) and the Data Protection Act 2018.

2. What Information We Collect

2.1 When you contact us, we create a record in your name. To that record we add information that you give us on your application form, at enrolment, and throughout your studies. This may include passport details or other documents verifying your identity.

2.2 We hold general information about students, such as their name, address, programme of study and fee payments, and data to do with examinations, assessments and course results. We keep records when you contact us and we keep records of your participation in learning activities. We may monitor and record telephone calls between you and MLA College to make sure that we have carried out your instructions correctly and to help us improve our services through staff training.

2.3 **Cookies** - Cookies are small files on your computer which record interactions between you and the MLA College website and, in some cases, other websites. You are free to disable cookies but will lose some functionality if you do so.

2.4 We do not sell personal information to other organisations.

3. Data Controller

3.1 The data controller for your personal data is:

MLA College, The Merchant, St Andrew Street, Plymouth, PL1 2AX

4. How We Use Your Information

4.1 We use your personal information in the following ways:

- To process enquiries, applications and registrations including verification of identity.
- To provide services to enquirers and students including sending you information about current and future study opportunities with MLA College.
- To provide certain online facilities and/or services as referred to in the conditions of registration. This includes tutors accessing contact details for students.
- We sometimes use external service providers to process your personal information when providing relevant services to MLA College under strict contractual confidentiality obligations.
- To allow other organisations to provide services to students and alumni on behalf of MLA College.

- To carry out research to help us plan and improve our services. We may contact you ourselves or ask outside research agencies to do so on our behalf.
- To produce aggregated statistical information, including data for monitoring equality of opportunity.
- To provide information about students to other organisations, such as the Higher Education Statistics Agency ('HESA'), in line with legal and government requirements as well as authorities carrying out audit and quality checks, for example, Ofsted and OfS.

5. Sharing Your Information

5.1 It will be necessary on occasion for MLA College to share your personal information with external organisations and agencies. These may include:

- Your contact details may be passed to survey contractors to carry out the National Student Survey (NSS) and surveys of student finances. These contractors will use your details only for that purpose and will then delete them.
- We are required to send some of the information we hold about registered and previous students to the Higher Education Statistics Authority ("HESA"). This information forms your HESA record. Approximately 15 months after you graduate, HESA may contact you on behalf of MLA College to ask you to fill in the Graduate Outcomes Survey Questionnaire. MLA College actively collaborates with HESA in the delivery of the Graduate Outcomes survey and will supply the contact details they hold for you to HESA for the sole purpose of conducting the Graduate Outcomes survey. HESA may also use a third-party provider to implement the survey and will share your information with that provider. For full information about the Graduate Outcomes Survey and how HESA uses your data, go to: <https://www.graduateoutcomes.ac.uk>. MLA College cannot remove you from the survey. If you do not wish to participate in the survey, you need to email this instruction to info@graduateoutcomes.ac.uk

For full information about how HESA uses the information please see <https://www.hesa.ac.uk/data-protection>. The HESA Student Collection Notice is also available at <https://www.hesa.ac.uk/about/regulation/data-protection/notices>

- We may share data with relevant MLA College staff and external parties for the purposes of safeguarding students including compliance with the Prevent duty under the Counterterrorism and Security Act 2015.
- If your fee or part of your fee is being paid to MLA College by a sponsor, information may be released to the sponsor organisation, including your name, date of birth, programme of study and module details, progress and assessment results.
- Where students are on courses funded by our higher education partners, your personal details and progress will be shared with the appropriate higher education partner and other regulatory bodies
- If you are on a programme of study that leads to professional recognition we will share some information with the relevant professional body.
- If you are in debt to us, we may give other organisations information for the purposes of recovering the debt.

- We access data through the Student Loans Company ('SLC') and confirm attendance by students to the SLC.
- We submit the content of student assignments to Turnitin, a plagiarism detection system. This may involve data being held on a server outside the EEA. No personal details will be submitted to this system.
- Assessment results may be shared with external examiners and quality assurance agencies to ensure academic standards are maintained.
- We may contact HESA or other educational institutions to confirm the qualifications you have obtained or to check whether you have been included in a previous HESA or Individual Learner Record (ILR) return. We may also contact the National Agency for the Recognition and Comparison of International Qualifications and Skills (NARIC).
- Your information may be used to detect and prevent fraud in respect of public funding and we may release information to the police and other law enforcement agencies for crime prevention and detection purposes if required to do so.

6. Retention of Data

6.1 MLA College will retain student data indefinitely or until a student requests us to do otherwise. We will publish on our website any changes we make to our data protection policy and notify you by other communication channels where appropriate.

6.2 Where you have supplied sensitive data as part of an extenuating circumstances application, that data will be retained until the point beyond which it is no longer possible to appeal the decision. This will generally be two years after the student end date on our system.

6.3 Where you exercise your right to erasure, we will continue to maintain in respect of past students a core set of personal data (name, date of birth, contact details, record of learning and achievement, award details and unique MLA College identification number) to ensure we do not contact you inadvertently in future, while still maintaining our record of your academic achievements. We may also need to retain some financial records about you for statutory purposes (e.g. Gift Aid, anti-fraud and accounting matters).

7. How to Access Your Information

7.1 You are entitled to know what personal information MLA College holds about you and how that information is processed. You are also entitled to ask for your personal data to be corrected where you believe it is inaccurate.

7.2 You are entitled to withdraw your consent to the processing of your personal data by MLA College. However, if the processing is necessary to provide you with the service you have registered for then withdrawal may mean you are effectively withdrawing from the programme of study you have signed up to. We will make it clear if this is the case and discuss your concerns directly with you before we stop processing your data.

7.3 The 'right to be forgotten' is a qualified right and we have to apply the public interest test when considering a request for the deletion of personal data. We must make it clear that we will not generally consider it to be in the public interest for data to be deleted that records failure or misconduct.

7.4 Please make any requests or complaints to:

The Data Protection Officer
MLA College
The Merchant
St Andrew Street
Plymouth
PL1 2AX,

Email: dataprotection@mla.ac.uk

7.5 If you are dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner. There is no charge for making an appeal. Contact details are:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 01625 545745 or 0303 123 1113 (local rate) or email: casework@ico.gov.uk

8. Policy Review

This policy will be reviewed and updated at least annually.