

## **Consultations and Surveys Privacy Notice**

### **Introduction**

As a Data Controller, South West College (“the College”) values the relationships with all our students, staff and stakeholders and recognises and respects the importance of protecting the privacy of your personal data. The College will process all personal data in compliance with GDPR and the Data Protection Act 2018 for the purpose of providing you with a service you have requested and to meet our statutory obligations.

This Privacy Notice explains how the College collects, processes and manages your personal data when it conducts surveys or consultations.

We will never ask for information that is unnecessary to deliver this service. SWC is the Data Controller registered with the Information Commissioner Office (ICO) and is responsible under the Data Protection Act 2018 for the personal data that you submit to us.

The Data Protection Officer for the College is Nicola Nugent.

The College’s registration reference number with ICO is Z1124639.

### **Rationale for consultations and surveys**

The College recognises the importance of consulting with key stakeholders to provide an opportunity for feedback on their experience of studying or working with, or for, the College. The information gathered from surveys and consultations will facilitate the College to identify ways to enhance learning, teaching, assessment, working for the College and the broader user experience.

### **Externally Administered Surveys**

The College commissions, with the Department for the Economy, a number of externally administered surveys every year as follows:

- Graduate Outcomes through HESA  
<https://www.hesa.ac.uk/about/website/privacy>
- The National Student Survey [Privacy Policy – National Student Survey :](#)  
[National Student Survey \(thestudentsurvey.com\)](https://www.thestudentsurvey.com)

- FE Leavers Survey <https://www.economy-ni.gov.uk/dfe-privacy-notice>
- BTEC Higher National Student Survey <https://www.pearson.com/privacy-center/privacy-notices.html>

### **Lawful Basis**

The College is permitted to process personal data where there is a lawful basis to do so. In relation to the administering of surveys and consultations the) 'lawful basis' for our processing under the General Data Protection Regulations (GDPR) is:

- **Article 6.1 (e)** – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Where we are also required to collect, process and maintain special category data, our lawful basis for processing this information is:

- **Article 9.2(j)** – processing is necessary for the purposes of statistical and research purposes.

On occasions we may be required to process your personal data for other reasons, however, we will only do so where a Lawful Basis applies.

### **What information do we collect about you?**

The personal data and special category data that the College holds and provides to the survey administrators may include:

- Name
- Date of birth
- Gender
- Course details
- Unique identifiers
- Language preference
- Contact details (Address/Contact number/Email)
- Next of kin contact details if required by HESA
- Ethnicity
- Gender
- Religion (if applicable)

- Educational Background i.e. qualifications
- Disabilities, learning difficulties, long term medical conditions
- Working arrangements
- Opinions and views

Processors may also collect meta-data such as screen resolution, method of participation and time taken to complete the survey.

### **Graduate Outcomes – HESA**

The College will hold your contact details after you graduate in order for you to be contacted to complete the Graduate Outcomes survey.

Your contact details will be passed to the Higher Education Statistics Agency Limited (HESA) and organisations contracted to undertake the Graduate Outcomes survey. The survey contractors will only use your contact details for the survey and will delete them when the survey is closed. HESA may hold your contact details for further Graduate Outcomes surveys where these are in the public interest.

Responses to the Graduate Outcomes survey will be used to create statistics to meet the public interest in the outcomes of higher education. Your responses will also be made available to the College, and we may choose to add additional questions to the survey for College use. **Information from third parties (such as your parent, or your provider, if you are in further study) might be used to complete sections of the surveys if you can't be contacted.**

For more information about the Graduate Outcomes survey visit the dedicated website [www.graduateoutcomes.ac.uk](http://www.graduateoutcomes.ac.uk) and for information on HESA's Privacy Notice visit [Privacy information | Graduate Outcomes](#)

For the purposes of this survey, following the merger of HESA with JISC on 4 October 2022, JISC will be the Controller of personal data processed for the survey as detailed in the Privacy Notice.

### **Internally Administered Surveys**

The College also administers internal surveys to students, staff and other stakeholders to

improve our services, quality standards and provide an enhanced experience for our students, staff and wider service users.

The College conducts internal surveys using the following software and processors:

- QDP <https://www.qdpservices.co.uk/QDPDocuments/QDPPrivacyPolicy.htm> (
- Jisc Digital Experience Insights Survey <https://digitalinsights.jisc.ac.uk/privacy/>
- WorkinConfidence
- Microsoft Forms

The information collected for internally administered surveys may include opinions on aspects of the service that the College provides.

### **How will my information be used and who will it be shared with?**

Information may be passed between various sections of the College for operational reasons. Information may also be shared with external agencies to which we have obligations e.g. the Department for the Economy, and to agencies such as HESA and Government Survey and Research Organisations in order to allow them to administer the surveys.

Your responses to surveys will be used solely for research and service delivery improvement purposes. Your participation in consultations and surveys, together with your individual responses to the questions, will be kept strictly confidential in line with information security requirements between the College and the processors.

The information that you provide during consultations or surveys will not be used for marketing, nor will we sell your information to third parties.

### **International Data Transfer**

Transfer of personal data to the European Union, to third countries or international organisations is restricted under UK GDPR regulations. Overseas sharing will be processed in accordance with [Chapter V](#) of UK GDPR.

### **The Right to Lodge a Complaint**

If you are not happy with how your information is being processed by the College, please contact the DPO:

*Data Protection Officer  
South West College  
2 Mountjoy Road  
Omagh  
Co Tyrone BT79 7AH  
Email: [gdpr@swc.ac.uk](mailto:gdpr@swc.ac.uk)*

If you are dissatisfied with the College response, you have a right to complain to the Information Commissioners Office (ICO).

**The ICO contact details are:**

*Information Commissioner's Office  
Wycliffe House  
Water Lane  
Cheshire SK9 5AF  
Tel: 0303 123 1113 or 01625 545 745*

**Use of Artificial Intelligence (AI) and Automated Decision Making**

South West College may use Artificial Intelligence (AI) technologies to support application processing, enrolment management, and to enhance student services. Where AI tools process personal data, this will be done in compliance with UK GDPR and the Data Protection Act 2018. All outputs generated by AI are subject to human review before any decisions affecting individuals are made.

The College will not use automated decision making, including AI, to make decisions that will have significant impacts on data subjects without appropriate safeguards.

**Changes to this Privacy Notice**

This Privacy Notice is reviewed annually, or sooner if there are significant changes in legislation, College Policy, or processing activities.

We reserve the right to update this privacy notice at any time and the current version is available at <http://www.swc.ac.uk/discover/public-information/data-protection>.