

Academy of Music & Sound Group Student Privacy Policy

Why do we collect personal information?

The Academy of Music & Sound collects and processes your personal data to effectively manage your learning, facilitate, support and deliver your education and to meet its statutory obligations with the following organisations & bodies:

- Partner FE colleges (New College Swindon & Fife College)
- Partner Universities (London College of Music, University of West London, University of Wolverhampton)
- Awarding Bodies (Rockschool, Pearson BTEC, SQA)
- Funding Authorities & Education Regulatory Bodies (ESFA, SAAS, SDS, OFS) AMS is committed to being transparent about how it collects and uses data and protects your privacy.

What personal information does the organisation collect?

We collect the following personal data under General Data Protection Regulations (GDPR) Article 6c (Legal Obligation), and 6e (Public Task) and the Data Protection Act 2018 in order to meet our legal obligations with the above organisations & bodies.

They are also necessary in order for us to carry out our task to provide education and training. We are required by the above organisations & bodies to retain this data for at least twelve years from the start of your qualification enrolment:

- Details about yourself including your name, date of birth and gender.
- Contact details – including address, telephone number and email address.
- Details of your previous qualifications, employment and educational history.
- Information about your nationality and residency, and previous address if applicable.
- Information about medical or health conditions, including whether or not you have a learning disability or difficulty.
- Ethnicity for the purposes of monitoring equality of opportunity.
- Sensitive information such as marital status, sexual orientation, faith or belief, pregnancy or maternity and gender re-assignment for the purposes of monitoring equality of opportunity.
- Information about your family or personal circumstances.
- Household information (this is collected only for funding bodies and are not used by AMS)
- Employment / Unemployment status and length.
- State Benefits for the purpose of fee remission.
- Financial information for the purpose of administering financial assistance and student loans.
- Employer name and address for Apprentices.
- Enrolment attendance, assessment and progress monitoring data.

Other data we collect:

- Criminal convictions in order to protect students and staff GDPR Article 6d (Vital Interest) and also in order to carry out our duty to support those with a conviction GDPR Article 6e (Public Task)
- Emergency contacts - GDPR Article 6d (Vital Interests). For those over age 18 at the start of the academic year, the information is optional.
- Parent/carer details for those under 18 at the start of the academic year under GDPR Article 6e (Public Task) in order to support our duty to support the education and learning as fully as possible.
- Provision of support and welfare services such as counselling, careers advice and nursing / medical.
- Video & Audio evidence used for qualification assessments and stored on a 3rd party website (Vimeo) which is accessed by partner FE College & University partners and awarding body assessors/moderators/verifiers

How is this collected?

Most of the information above is collected directly from yourself via an application, enrolment (or other college/University form) and/or during assessment opportunities (e.g.

- video/audio performances). However some information such as previous qualifications, or special needs, may be collected from other relevant organisations such as the Department for Education (DfE), the Local Education Authority, your previous school, Youth Offending Team, Social Services, Police, Awarding Bodies and other education providers.

Where do we store data?

Data will be stored on:

- the central AMS system (hosted by Clook who have confirmed their GDPR compliance)
- paper in secure offices or on site storage
- electronic documents within a secure network

How do we use your information?

- To provide you with the best possible opportunities to succeed.
- Process your application, arrange and provide support at interview/audition, and inform decisions about course/qualification suitability.
- Process your enrolment.
- Assess your eligibility for fee remission, financial support and student loans.
 - Set targets and monitor your progress
 - Process and monitor your attendance on your course.
 - Ensure your health, safety and well-being
 - Register you with the appropriate awarding body.
 - Arrange examinations, exam access arrangements and certification.
 - Administration of any complaints.
 - Enlist participation in student surveys and student feedback reporting.
 - Fulfil statutory reporting requirements for government organisations such as the Department for Education and the Office for Students.
 - Monitor our responsibilities under equality and diversity legislation.



- Assess and provide learning and learner support and services to students such as Learning Support Assistance, counselling and medical care where required.
- Monitor compliance with partner colleges, Universities, funding organisations and awarding body regulations and policies.
- Qualification assessments, moderation or verification ○ Reporting/ performance monitoring and to monitor your course/qualification outcome & progression.
- Contact you for marketing purposes if you have provided consent.
- Use your image for marketing purposes if you have provided your consent.

Who has access to your data?

- AMS central and centre staff who need the data to provide services to you. This will include special categories of data where appropriate.
- Partner FE colleges (New College Swindon & Fife College)
- Partner Universities (London College of Music, University of West London, University of Wolverhampton)
- Education and Skills Funding Agency (ESFA)
- Office for Students (OFS)
- Student Awards Agency Scotland (SAAS)
- Skills Direct Scotland (SDS)
- Learner Records Service (LRS)
- Local Authorities
- Special Educational Needs Assessment Team (SENAT) if applicable
- Youth Offending Team (YOT) if applicable
- Police, Social Services, MASH if applicable
- Awarding Bodies (Rockschool, Pearson BTEC), Joint Council for Qualifications (JCQ)
- Your previous school/college/University
- Parents and guardians (if under 18)
- Universities and Colleges Admissions Service (UCAS) if applicable
- Employers and providers of external work placements if applicable
- Employers and educational providers who have requested references (with your consent)
- Debt collection agencies for outstanding fees if applicable
- Auditors
- Third party software providers (Office 365)

Where AMS engages non-statutory third parties to process personal data on its behalf, we require them to do so on the basis of written instructions. The third parties are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

The organisation shares your data with third parties where there is a legal obligation, including ESFA, Office for Students, SAAS, Learner Records Service (LRS), Local Authorities for learners aged 16-18, Police, Social Services and other education providers.

We will not normally disclose any personal information about you to other external organisations without your consent, unless it is in your vital interest to do so.

- Your information may be shared with third parties for education, training, employment and well-being related purposes, including for research. This will only take place where the law allows it and the sharing is in compliance with data protection legislation.

The English European Social Fund (ESF) Managing Authority (or agents acting on its behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training.

- Further information about use of and access to your personal data, and details of organisations with whom we regularly share data, are available at:

<https://www.gov.uk/government/publications/esfa-privacy-notice>

<https://www.officeforstudents.org.uk/privacy/>

<https://www.gov.uk/government/publications/lrs-privacy-notice>

- Do we process data outside the EEA?**

AMS will not transfer your data to countries outside the European Economic Area unless you apply for and/or are enrolled on an AMOnline distance learning programme and we are required to provide your data to relevant authorities/bodies in your home country/country of birth/citizenship.

- How does AMS protect data?**

- The organisation takes the security of your data seriously. The organisation has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its personnel in the performance of their duties. The Data Protection Policy is available to view on our website, or can be obtained in a paper version by contacting our Data Protection Officer (reception).

How long does the organisation keep data?

All data collected and processed will be held for as long as we are legally required to do so and necessary to fulfil our duty as a education/training business. Any data provided by consent may be deleted on request by contacting the Data Protection Officer (DPO) at the address at the bottom of this statement.

What if I do not provide personal data?

If you do not provide the data required to meet legal obligations, you will not be able to enrol on a course. If you do not provide other information requested for example learning difficulty information, we may be unable to provide the standard of service we would like to provide, to help you succeed.

Subject Access Request

You may ask us to provide you with any personal information we hold about you. This is called a *Subject Access Request* and is made under the provisions of the Data Protection Act 1998 and 2018 General Data Protection Regulations. To obtain a copy of any personal information we hold, please contact the Data Controller at the address at the bottom of this privacy policy.

As we take the issue of protecting your personal data seriously, we follow strict storage and disclosure procedures, which means we may require proof of identity from you prior to disclosing such information. So that we comply with our obligations under UK Data

Protection legislation, please let us know if any personal information, which you have provided to us, becomes inaccurate or out of date.

You can exercise the above rights and/or manage your information by contacting us using the details below:

By post: Academy of Music & Sound Group Head Office, Studio 54, 54 High Street, Exeter, Devon, EX4 3D

By Email: dpo@academyofmusic.ac.uk

If you have any specific data protection concerns or a complaint, you can address it to our Data Protection Officer at dpo@academyofmusic.ac.uk

If you are unhappy with any use of your personal data, you can make a formal complaint with a data protection regulator in Europe. The contact details for the Information Commissioner's Office, the data protection regulator in the UK, are below:

By post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

By telephone: 0303 123 1113

By Email: casework@ico.org.uk

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Agreed by: Steve Ryan, Lewis Harding