

Humber Learning Consortium

Data Protection Policy



Version	3.3 - FINAL
Adopted	May 2021
Review	March 2027

Humber Learning Consortium (HLC) is committed to a policy of protecting the rights and privacy of individuals, including participants, staff and others, in accordance with Data Protection Law.

This policy applies to all HLC staff and those working on behalf of HLC.

Familiarity with the policy will help to ensure that all staff members understand their responsibilities and rights under Data Protection Law and the GDPR.

Prepared by Humber Learning Consortium

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1. Purpose of the Policy

Humber Learning Consortium (HLC) is committed to a policy of protecting the rights and privacy of individuals, including participants, staff and others, in accordance with Data Protection Act 2018, the General Data Protection Regulation (GDPR) 2018 and related legislation (Data Protection Law).

The new regulatory environment demands higher transparency and accountability in how organisations manage and use personal data. It also accords new and stronger rights for individuals to understand and control that use.

Data Protection Law was updated in 2018 and contains provisions that HLC and its partners need to be aware of as data controllers and processors, including provisions intended to enhance the protection of personal data.

HLC needs to process certain information about its staff and those working on our behalf through partnership arrangements, its participants and other individuals with whom it has a relationship for various purposes such as, but not limited to:

1. The recruitment and payment of staff.
2. The administration of programmes of study and courses.
3. Learner enrolment.
4. Examinations and external accreditation.
5. Recording learner progress, attendance and conduct.
6. Collection of financial information
7. Complying with legal obligations to funding bodies and government including local government.

To comply with various legal obligations, HLC must ensure that all this information about individuals is collected and used fairly, stored safely and securely, and not disclosed to any third party unlawfully.

HLC Data Retention Policy should be read in conjunction with the Data Protection Policy, which sets out the requirements for storage and retention for its various contracts.

2. Compliance

This policy applies to all HLC staff with any breach of this policy or of the Regulation itself will be considered an offence and disciplinary procedures will be invoked. As a matter of best practice, other agencies and individuals working with or on behalf of HLC and who have access to personal information, will be expected to read and comply as a minimum with the procedures within this policy. It is expected that those who are responsible for dealing with external bodies will take ownership in ensuring that such bodies sign an agreement to abide by the principles of the Data Protection Act and the procedures within this policy. Policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments to Data Protection Law.

3. Definitions

Personal Data is any data relating to an identified or identifiable natural person (data subject); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Sensitive data (Special categories of personal data) – is personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade-union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

Sensitive personal data (SPD) can be derived or inferred from non-SPD e.g. web browsing history of someone visiting a website whilst pregnant in and of itself is not SPD, but can infer pregnancy (which is SPD – data re: health condition).

Data subject – is a living individual

Controller – determines the purpose and manner of processing

Processor – performs actions on behalf of the controller

Processing – undertaking activities with the personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Profiling – is any form of automated processing of personal data intended to evaluate certain personal aspects relating to a natural person, or to analyse or predict that person's performance at work, economic situation, location, health, personal preferences, reliability, or behaviour. This definition is linked to the right of the data subject to object to profiling and a right to be informed about the existence of profiling, of measures based on profiling and the envisaged effects of profiling on the individual.

Data subject consent - means any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data.

Third party – a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

Breach notification - is defined as “a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed.”

Data Protection Law – means Data Protection Act 2018, General Data Protection Regulation and related legislation.

4. General Data Protection Regulation (GDPR)

The GDPR regulates the processing of personal data, and protects the rights and privacy of all living individuals (including children), for example by giving all individuals who are the subject of personal data a general right of access to the personal data which relates to them. Individuals can exercise the right to gain access to their information by means of a ‘subject access request’. Personal data is information relating to an individual and may be in hard or soft copy (paper/manual files; electronic records; photographs; CCTV images), and may include facts or opinions about a person.

HLC are committed to compliance with all relevant UK and as applicable EU laws in respect of personal data, and the protection of the “rights and freedoms” of individuals whose information HLC collects and processes in accordance with the General Data Protection Regulation (GDPR).

Compliance with the GDPR is described by this policy and other relevant policies such as the Information Security Policy, along with connected processes and procedures.

The GDPR and this policy apply to all of HLC personal data processing functions, including those performed on participants, staff, suppliers and partner organisations personal data, and any other personal data the organisation processes from any source.

5. Responsibilities under Data Protection Law

HLC will mainly be a ‘Controller’ under the terms of the legislation – this means it is ultimately or jointly responsible for determining the purpose and manner of processing the data. HLC Funders will also have ‘Controller’ responsibility and in the main set the processing requirements that HLC and its Partners must follow. Partners for the most part will have ‘Processor’ responsibility and must fully understand, agree to and sign the HLC Data Processing Agreement before commencing any processing of participant data. Partners will assume ‘Controller’ responsibility for any data collected or processes used outside of the Processor Agreement.

HLC has a nominated Data Protection Officer (DPO), currently the MIS Manager who is available to address any concerns regarding the data held by HLC and how it is processed, stored and used. HLC Chief Executive also oversees this policy.

Any breach by staff of this policy will be dealt with under HLC disciplinary policy and may also be a criminal offence, in which case the matter will be reported as soon as possible to the appropriate authorities. Partner organisations breaching the Data Protection and Processing terms of their contract will be subject to a contractual review which may include the withdrawal of such and/or future contracts.

Partners and any third parties working with or for HLC, and who have or may have access to personal data, will be expected to comply with Data Protection Law. No third party may access personal data held by HLC without having first entered into a data sharing or data

processing agreement, which imposes on the third party obligations no less onerous than those to which HLC is committed, and which gives HLC the right to audit compliance with the agreement. HLC third parties will be listed on our website as from time to time these may change.

Partner organisations that have a partnership agreement with HLC will have a named Data Protection representative who will ensure partner compliance with HLC Data Protection, Data Processing and Sharing Agreements.

Our data registration number is: Z7267594.

HLC staff and those working on HLC behalf have a responsibility to

- Comply with the Data Protection Law
- Observe the Data Protection Principles as outlined below
- Ensure they have read, understand and accept any policies, procedures and guidance that relate to the processing of personal data (in all formats) and ensure its compatibility with the data protection principles
- Apply a Data Protection first attitude to all personal and sensitive data
- Raise any concerns in respect of the processing of personal data with the Data Protection Officer by emailing privacy@hlc-vol.org
- Quickly ensure that any subject access requests and requests from third parties for personal data are passed to the Data Protection Officer
- Report any losses of unauthorised disclosures of personal data to the Data Protection Officer immediately
- Attend any organised Data Protection training events

All staff and participants must ensure that personal data they provide about themselves is accurate and kept up to date.

6. Data Protection Principles

All processing of personal data must be conducted in accordance with the Data Protection principles as set out in Article 5 of the GDPR. HLC policies and procedures are designed to ensure compliance with the principles.

- Fairly - Personal data must be processed lawfully, fairly and transparently
- Specific - Collected for specific, explicit and legitimate purposes
- Adequate, relevant and limited to purpose
- Accurate and kept up to date
- Kept no longer than necessary
- Processed in a manner that ensures appropriate security of the data

Fairly – in order for processing to be fair, the data controller has to make certain information available to the data subjects as practicable. This applies whether the personal data was obtained directly from the data subjects or from other sources. The ICO provides guidance on ‘Privacy notices and right to be informed’ here: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-be-informed/>

Transparently – the GDPR includes rules on giving privacy information to data subjects in Articles 12, 13 and 14. These are detailed and specific, placing an emphasis on making privacy notices understandable and accessible. Information must be communicated to the data subject in an intelligible form using clear and plain language.

HLC Privacy Notice is available here www.hlc-vol.org/privacy

Specific - data obtained for specified purposes must not be used for a purpose that differs from those formally notified to the supervisory authority as part of HLC GDPR register of processing.

Adequate and relevant - The Data Protection Officer is responsible for ensuring that HLC does not collect information that is not strictly necessary for the purpose for which it is obtained (refer to DPIA Tool GDPR REC for the Data flow/mapping).

All data collection forms (electronic or paper-based), including data collection requirements in new information systems, must include an approved fair processing statement or link to privacy statement.

The Data Protection Officer will ensure that, on an annual basis all data collection methods are reviewed by owners to ensure that collected data continues to be adequate, relevant and not excessive

Accurate & kept no longer than necessary - Personal data must be accurate and kept up to date with every effort to erase or rectify without delay. Data that is stored by the data controller must be reviewed and updated as necessary. No data should be kept unless it is reasonable to assume that it is accurate.

It is also the responsibility of the data subject to ensure that data held by HLC is accurate and up to date. Completion of a registration or application form by a data subject will include a statement that the data contained therein is accurate at the date of submission.

Staff should be required to notify HLC of any changes in circumstance to enable personal records to be updated accordingly. It is the responsibility of HLC to ensure that any notification regarding change of circumstances is recorded and acted upon.

The Data Protection Officer is responsible for ensuring that appropriate procedures and policies are in place to keep personal data accurate and up to date, taking into account the volume of data collected, the speed with which it might change and any other relevant factors.

On an annual basis, HLC will review the retention dates of all the personal data processed, by reference to the data inventory, and will identify any data that is no longer required in the context of the registered purpose. This data will be securely deleted/destroyed in line with the Information Security and Data Retention Policies.

The Data Protection Officer is responsible for responding to requests for rectification from data subjects within one month (Subject Access Request Procedure). If HLC decides not to comply with the request, the Data Protection Officer must respond to the data subject to explain its reasoning and inform them of their right to complain to the supervisory authority.

The Data Protection Officer is responsible for making appropriate arrangements that, where third-party organisations may have been passed inaccurate or out-of-date personal data, to inform them that the information is inaccurate and/or out of date and is not to be used to inform decisions about the individuals concerned; and for passing any correction to the personal data to the third party where this is required

Format - Personal data must be kept in a form such that the data subject can be identified only as long as is necessary for processing. Personal data will be retained in line with the Data Retention Policy and, once its retention date is passed, it must be securely destroyed in line with Data retention and Information Security Policies.

Security - Personal data must be processed in a manner that ensures the appropriate security. HLC will carry out a risk assessment taking into account all the circumstances of controlling or processing operations. In determining appropriateness, the Data Protection Officer should also consider the extent of possible damage or loss that might be caused to individuals (e.g. staff or participants) if a security breach occurs, the effect of any security breach on HLC itself, and any likely reputational damage including the possible loss of trust.

The controller must be able to demonstrate compliance with the GDPR's other principles (accountability)

The GDPR includes provisions that promote accountability and governance. These complement the GDPR's transparency requirements. The accountability principle in Article 5(2) requires you to demonstrate that you comply with the principles and states explicitly that this is your responsibility. HLC will demonstrate compliance with the data protection principles by implementing data protection policies, adhering to codes of conduct, implementing technical and organisational measures, as well as adopting techniques such as data protection by design, DPIAs, breach notification procedures and incident management response plans. The ICO has published guidance on Accountability and Governance here <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/accountability-and-governance/>

7. Data Protection Lawfulness

Lawful basis for processing data must be sought before processing personal data. Lawful basis could be

- Consent
- Performance of a contract to which data subject is a party (or steps prior to it)
- Compliance with a legal obligation
- Vital interests of the data subject
- Public interest / public task (public authorities only)
- Legitimate interests

If data collected is sensitive in nature (special categories) then a condition also needs to be attained. These are:

(a) the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except where Union or Member State law provide that the prohibition referred to in paragraph 1 may not be lifted by the data

subject;

(b) processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law in so far as it is authorised by Union or Member State law or a collective agreement pursuant to Member State law providing for appropriate safeguards for the fundamental rights and the interests of the data subject;

(c) processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent;

(d) processing is carried out in the course of its legitimate activities with appropriate safeguards by a foundation, association or any other not-for-profit body with a political, philosophical, religious or trade union aim and on condition that the processing relates solely to the members or to former members of the body or to persons who have regular contact with it in connection with its purposes and that the personal data are not disclosed outside that body without the consent of the data subjects;

(e) processing relates to personal data which are manifestly made public by the data subject;

(f) processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity;

(g) processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject;

(h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3;

(i) processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices, on the basis of Union or Member State law which provides for suitable and specific measures to safeguard the rights and freedoms of the data subject, in particular professional secrecy;

(j) processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) based on Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data

protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.

8. Safeguarding and Data Protection

We are committed to protecting the safety and welfare of children and vulnerable individuals. In doing so, we process and share personal data in accordance with data protection legislation and statutory safeguarding guidance, including Working Together to Safeguard Children (2026) and Keeping Children Safe in Education.

We may share personal data where necessary to safeguard individuals. This may include sharing information without consent where there is a clear and lawful safeguarding need. Data protection legislation does not prevent the sharing of information where this is required to protect an individual from harm.

We work with relevant safeguarding partners, including local authorities and other agencies, and ensure that information sharing is timely, necessary, and proportionate.

All safeguarding concerns, decisions, and information sharing are recorded accurately and stored securely using MyCocern, and with access restricted to authorised personnel on a need-to-know basis. Safeguarding information is treated as highly sensitive and protected through appropriate technical and organisational security measures.

All staff are responsible for understanding their safeguarding and data protection responsibilities and must follow organisational procedures for reporting, recording, and sharing concerns.

9. Data subjects' rights

Data subjects have the following rights regarding data processing, and the data that is recorded about them:

- To make subject access requests regarding the nature of information held and to whom it has been disclosed.
- To prevent processing likely to cause damage or distress.
- To prevent processing for purposes of direct marketing.
- To be informed about the mechanics of automated decision-making process that will significantly affect them.
- To not have significant decisions that will affect them taken solely by automated process.
- To request compensation if they suffer damage by any contravention of the GDPR.
- To take action to rectify, block, erase, including the right to be forgotten, or destroy inaccurate data.
- To request the supervisory authority to assess whether any provision of the GDPR has been contravened.
- To have personal data provided to them in a structured, commonly used and machine-readable format, and the right to have that data transmitted to another

controller.

- To object to any automated profiling that is occurring without consent.

HLC ensures that data subjects may exercise these rights:

Data subjects may make data access requests as described in Subject Access Request Procedure below.

Data subjects have the right to complain to HLC related to the processing of their personal data, the handling of a request from a data subject and appeals from a data subject on how complaints have been handled in line with the Complaints Procedure.

10. Subject Access Requests

Individuals have a right to access any personal data relating to them which are held by HLC. Any individual wishing to exercise this right should apply in writing to the Data Protection Officer, details are available on HLC website.

Before processing this data the individual must provide identification evidence.

Acceptable proof

- Passport
- Driving license
- Birth Certificate (along with 1 of the following)
 - Bank Statement (within the last 3 months)
 - Utility Bill (within the last 3 months)

The procedure for subject access requests are as below:

1. Data Subject should submit a written or emailed request for subject access or through the HLC Subject Access Request Form available to download from www.hlc-vol.org/privacy
2. They should provide valid proof of identity, acceptable forms as listed above
3. Subjects should provide as much information as they can to enable data to be located, i.e. name, address, date of birth, reference numbers
4. Signatures should be double checked against previously submitted documentation
5. Inform the Data Subject whether data is held about them
6. Ensure any third party individuals are not identified in collected data and take steps to prevent the disclosure such as a black marker pen.
7. Provide the Data Subject with a copy of the personal data which relates to the Data Subject together with an interpretation of any terms or codes used by HLC relating to the data.
8. Respond within 30 calendar days of completion of proof of identity.
9. Retain a copy of the information supplied (for use in case of the information being challenged).
10. Ensure a log of subject access requests has been made on the CRM.

Please note under the GDPR Article 12, that period may be extended by two further months where necessary, taking into account the complexity and number of the requests.

10. Disclosure of Data

HLC undertakes not to disclose personal data to unauthorised third parties, including family members, friends, government bodies and in some circumstances, the police.

Legitimate disclosures may occur in the following instances:

- the individual has given their consent to the disclosure.
- the disclosure is in the legitimate interests of HLC and the DS has been informed
- the disclosure is required for the performance of a contract.
- ensure third party individuals have been marked out of any disclosures.

In no circumstances will HLC sell any of its databases to a third party.

Data protection legislation does not prevent the sharing of information where this is necessary to protect a child or vulnerable individual from harm.

We will share personal data where necessary to safeguard children and vulnerable individuals. Information sharing is carried out in a timely, lawful, and proportionate manner, and may take place without consent where there is a clear safeguarding need.

We work with safeguarding partners, including local authorities and other relevant agencies, and share information where appropriate to support the protection and welfare of children.

11. Security

Staff processing personal data should ensure that the data is secure: appropriate measures must be taken to prevent unauthorised access, disclosure and loss.

Specific security procedures and requirements are covered within HLC Information Security Policy.

12. Artificial Intelligence (AI) Use

We do not currently use AI or automated decision-making tools that process personal data. In the future, we may use AI to support service delivery, risk assessment, and operational efficiency. Any AI processing will:

- use only minimal personal data necessary for the task
- be lawful, fair, and transparent
- not make decisions with significant or legal effects on individuals
- be subject to appropriate safeguards and internal oversight

This ensures that future AI use will remain fully compliant with UK GDPR, the Data Protection

Act 2018, and the Data (Use and Access) Act 2025.

13. Data Retention

Data retention periods are covered within HLC Data Retention Policy.

14. Breach Notification

HLC DPO should be informed immediately of a breach. It's vitally important that as much information as possible is provided to the DPO including:

- What data is involved?
- Was the data encrypted or otherwise protected?
- Who is affected, what type of information and how many records?
- How sensitive is the information?
- Are there any potential risks to individuals?
- What steps have already been taken to recover/locate the information?
- If items have been stolen provide the crime number.
- Details of how this happened and employees involved?
- Details of any ongoing, immediate risk to information security.

An internal investigation of events will immediately take place and an assessment made upon the seriousness of the event.

HLC has a responsibility to report a data breach to the supervisory authority “without undue delay and, where feasible, not later than 72 hours after having become aware of it”.

All breach notifications must be logged on HLC CRM System.

15. Data protection complaint

Individuals have the right to raise a complaint if they believe their personal data has not been processed in accordance with applicable data protection legislation, including the UK GDPR, Data Protection Act 2018 and Data (Use and Access) Act 2025.

Who can complain

Complaints may be submitted by:

- staff
- students, learners or participants
- parents or guardians
- beneficiaries or service users
- members of the public

Complaints should be submitted via our secure online form available on our website:

<https://www.hlc-vol.org/about-us/gdpr/>

What happens next

Acknowledgement

We will acknowledge receipt of your complaint within **30 calendar days** and confirm who is responsible for handling the matter.

Review and investigation

The complaint will be reviewed by the Data Protection Officer (DPO) or an authorised member of staff. We may review relevant records and procedures, speak with staff involved, and request further information where necessary.

Outcome

Following the investigation, we will provide a written response outlining the findings and any actions taken. We aim to respond without undue delay.

Further action

Where appropriate, we may take steps such as correcting inaccurate data, improving procedures, or providing additional staff training to prevent similar issues.

16. Marketing Communications

As HLC is a charity, we may contact supporters with information about our activities or services.

These communications are sent only to individuals with a relevant interest and are based on a legitimate interest in promoting our charitable purposes.

Individuals may opt out at any time by contacting us directly. We respect all preferences and will stop sending marketing communications promptly on request.

17. Procedure for review

This policy will be updated as necessary to reflect best practice or future amendments made to Data Protection Law.

Please follow this link to the ICO's website www.ico.gov.uk which provides further detailed guidance on a range of topics including individuals' rights, exemptions from the Act, dealing with subject access requests, how to handle requests from third parties for personal data to be disclosed etc.

For help or advice on any data protection or freedom of information issues, please do not hesitate to contact: The Data Protection Officer (DPO): privacy@hlc-vol.org

18. Policy Links

This policy should be considered in conjunction with the following policies and procedures:

- Information Security
- Data Sharing Agreement
- Data Processing Agreement

- Data Retention
- Recruitment and Selection Policy
- Grievance Procedure

19. Related Legislation & Guidance

- The Freedom of Information Act 2000 (FOI Act)
- The Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699)
- The Privacy and Electronic Communications (EC Directive) Regulations 2003
- The Data Use and Access Act 2025
- Working Together to Safeguard Children 2026
- Keeping Children Safe in Education
- Ofsted expectations / inspection framework