

# LYNWOOD SCHOOL OF VETERINARY NURSING PRIVACY NOTICE

## Document Control

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Welcome to the Lynwood School of Veterinary Nursing Privacy Notice.

## 1. Introduction

Lynwood School of Veterinary Nursing respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data and tells you about your privacy rights and how the law protects you.

This privacy notice aims to give you information on how we collect and process your personal data for Lynwood students.

It is important you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you, so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

## 2. The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identify has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** including first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- **Educational Data** including educational history and qualifications and any additional learning requirements you have.
- **Employment Data** including employment history.
- **Contact Data** including email address, home address and telephone numbers.
- **Study Data** including information about your engagement with and the use of our services such as the Library and Careers Service.
- **Financial Data** collected for the purpose of administering fees and charges, loans, grants, scholarships and funds.
- **Technical Data** including internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website.
- **Ethnicity Data** collected for equality monitoring purposes (we are required to collect this data in order to comply with OFSTED regulations).
- **Disability Data** collected in order to make sure you get all the support you need.

The amount of data we collect about you depends on the type of contract you enter into with us.

## **If you fail to provide personal data**

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you.

### **3. How we collect your personal data**

- **Direct interactions** – you may give us your personal information when you apply to study with us, purchase training from us, or by corresponding with us by post, phone, email or otherwise.
- **Automated technologies or interactions** - as you interact with our website, we may automatically collect **Technical Data** about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. Please see our cookie policy for further details.

### **4. How we use your personal data**

We will only use your personal data when the law allows us to. Specifically, we will use your personal data to:

- identify you each time you visit a website;
- process applications submitted by you;
- academic matters;
- maintaining student records;
- assessing eligibility for scholarships and bursaries;
- providing student and learning support services;
- administer your studies with us;
- improve our services and websites;
- send you information we think you may find useful, including information about new products and services (if you have consented to us sending you such messages).

### **5. Data security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees who have a business need to know. They will only process your personal data in line with our Data Protection Policy and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

### **6. Sharing your personal data**

If you join one of our courses, the information provided as part of the course will need to be shared with external agencies such as the Education and Skills Funding Agency, City and Guilds, Royal College of Veterinary Surgeons and Apprenticeship Certificates England. We may also disclose your personal information to third party suppliers who provide services on our behalf, such as VetPartners Limited (the company that owns LSVN Limited).

We may disclose personal information if required to do so by law or if we believe that such action is necessary to protect and defend the rights, property or personal safety of Lynwood School of Veterinary Nursing or VetPartners.

## 7. Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements. Most academic records will be kept for 6 years after you have left our education program.

## 8. Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

- **Request access** to your personal data (commonly known as a 'data subject access request')
- **Request correction** of personal data we hold on you.
- **Request erasure** of your personal data. However, there may be specific legal reasons why we are not able to comply with this request.
- **Object to processing** your personal data.
- **Request restriction of processing** of your personal data.
- **Request the transfer** of your personal data to you or a third party.
- **Withdraw consent** where we are relying on consent to process your personal data.

If you wish to exercise any of these rights, please contact us directly at [school@lsvn.co.uk](mailto:school@lsvn.co.uk) or contact our Data Protection Department at [dataprotection@vetpartners.co.uk](mailto:dataprotection@vetpartners.co.uk)

### Controller

Lynwood School of Veterinary Nursing trading name of Lynwood Vets Limited is the data controller and responsible for your personal data (collectively referred to as "Lynwood School of Veterinary Nursing", "**we**", "**us**" or "**our**" in this privacy notice).

### Contact details

Our full details are: Lynwood School of Veterinary Nursing a trading name of Lynwood Vets Limited, registered in England and Wales, under company number 08499179; Registered Office: Spitfire House, Aviator Court, York YO30 4UZ

If you wish to exercise any of these rights, please contact us directly at [school@lsvn.co.uk](mailto:school@lsvn.co.uk) or contact our Data Protection Department at [dataprotection@vetpartners.co.uk](mailto:dataprotection@vetpartners.co.uk)

Postal address: c/o Spitfire House, Aviator Court, York YO30 4UZ

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.