

Privacy Notice for Website Visitors and General Enquiries

How we use personal information submitted via our websites or as part of general contact

Introduction

Reaseheath College is committed to protecting personal data and processing it fairly, transparently, and securely. This privacy notice explains how we collect and use personal information in accordance with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, and other applicable UK data protection laws.

Please read this notice carefully. It explains how and why we collect, store, use, and share personal information, your rights under data protection law, and how to contact us if you have a question or concern.

Who this notice applies to:

This notice covers the personal data of:

- Visitors to any Reaseheath College website
- Visitors to the College's campuses
- Suppliers and service providers
- Clients of the College (non-academic services)
- Anyone contacting the College with a general enquiry

This includes data collected via:

- www.reaseheath.ac.uk
- www.ucreaseheath.ac.uk
- www.reaseheathfoodcentre.com
- Or any other Reaseheath College domain that links to this page

Separate privacy notices are published for students, applicants, staff, governors, and other data subjects.

About Reaseheath College

Reaseheath College is one of the UK's leading specialist land-based colleges. It is a Corporation established under the **Further and Higher Education Act 1992** and is recognised as an **exempt charity** under the Charities Act 2011. The College is inspected by **Ofsted** and operates from:

Reaseheath College

Reaseheath
Nantwich
Cheshire
CW5 6DF

For the purposes of data protection legislation, **Reaseheath College is the data controller** for any personal information collected through our websites or as part of general contact with the College.

The College is registered with the **Information Commissioner's Office (ICO)** under registration number **Z7450714**.

Understanding Personal Information

'Personal information' (also known as 'personal data') means any information that relates to an identified or identifiable individual. This can include obvious details like your name and contact information, as well as less direct identifiers such as application numbers, IP addresses, or location data when linked to you.

Some types of personal data are legally defined as **special category personal data** because they are considered more sensitive and require a higher level of protection. These include information relating to:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetic or biometric data (where used for identification)
- Physical or mental health
- Sexual orientation

Reaseheath College only processes this type of data when it is **necessary and lawful** to do so — for example, to make reasonable adjustments, support safeguarding, or meet equality and diversity monitoring requirements.

Information We Collect and Process

We collect and process personal information for a variety of purposes when you interact with the College online, visit our campuses, make an enquiry, or engage with us as a supplier, client, or business contact.

Website Visitors and Online Users

When you visit any Reaseheath College website, we may collect:

- Standard internet log information and visitor behaviour via Google Analytics
- Your IP address, browser request, date/time of visit, and pages accessed (for security auditing)
- Data collected via cookies and tracking tools (for performance and usability insights)

We use this information to:

- Monitor and improve the performance of our websites
- Analyse usage patterns and visitor behaviour

- Maintain security and detect misuse or intrusion
- Support essential website functions

Where you provide personal information through a web form (e.g. to register interest in an event), we will explain at the point of collection how it will be used. These interactions are typically based on **legitimate interest, contractual necessity, or consent**.

You can control cookie settings via your browser. Learn more at:

- www.aboutcookies.org
- www.allaboutcookies.org

For details on how Google Analytics collects and uses personal data, see:

- [Google Analytics Privacy Overview](#)
- [Google Support on GDPR](#)

Clients, Suppliers, and General Enquiries

When you contact the College or engage with us as a supplier, client, or business partner, we may collect and process the following information:

- Your name, job title, contact details (phone, email, business address)
- Details of your organisation or business relationship with the College
- Records of meetings, correspondence, transactions, and calls
- Any preferences you express about marketing or communications
- Feedback or responses provided via surveys, events, or competitions
- Interaction with our social media platforms (where identifiable)

We use this information to:

- Communicate and manage the business relationship with you
- Fulfil any contracts or service agreements
- Maintain internal records and meet regulatory requirements (e.g. HMRC)
- Respond to general enquiries
- Share promotional or informational updates (if you have given consent)
- Support research, insight, and service development
- Improve the relevance of content and services we provide online

You may withdraw marketing consent at any time using the unsubscribe link provided in College emails or by contacting us directly.

Why We Use Your Information and the Legal Basis

We process your personal data to support website operations, respond to general enquiries, and manage relationships with suppliers, clients, and College visitors.

The lawful basis for processing your personal information will typically fall under one or more of the following:

- **Legal obligation** – to comply with laws or regulatory requirements (e.g. HMRC, health and safety, ICO reporting)
- **Contractual necessity** – to prepare for, enter into, or manage service contracts or business transactions
- **Legitimate interests** – to operate effectively as an education provider and manage stakeholder relationships
- **Consent** – for specific optional uses, such as marketing communications or event participation

We use your information for purposes including:

- Responding to general enquiries, bookings, or requests submitted via our websites
- Managing business relationships with clients, suppliers, and visitors
- Fulfilling service contracts and facilitating payment, communication, and support
- Providing access to our campuses and services
- Ensuring compliance with applicable laws, including tax, equality, and health and safety
- Maintaining records of transactions, communications, and service history
- Contacting you about relevant College news or services (where consent or soft opt-in applies)
- Monitoring website use and system performance (for operational improvement and security)
- Ensuring College systems, services, and buildings remain secure and well-managed

Special category data (e.g. health information, accessibility needs, equality data) is only collected where necessary and processed under an appropriate lawful basis such as **explicit consent**, **employment law**, or **substantial public interest**.

Marketing Communications

We may send you information about our services, events, or opportunities where we have a lawful basis to do so — either under **legitimate interest** (where we have previously engaged with you) or with your **consent**. We will always offer you the opportunity to opt out of marketing at the time of data collection and in every subsequent message.

You can unsubscribe at any time using the link in our emails or by contacting us directly. **If you have previously provided your consent, you may withdraw it at any time without affecting the lawfulness of processing carried out before the withdrawal.**

We do not share your personal data with third parties for marketing purposes.

Who We Share Your Information With

We only share your personal data where it is **necessary, proportionate, and lawful** to do so. Data is shared on a considered and confidential basis with authorised individuals or organisations.

Your information may be shared with:

- Relevant College staff who need access to manage your enquiry, relationship, or service
- Suppliers, contractors, or partners acting on our behalf (e.g. IT providers, cloud storage systems)

- Government or regulatory bodies (e.g. HMRC, Information Commissioner’s Office)
- Legal, professional, or insurance advisers
- Other third parties where required to fulfil a **contractual, legal, or legitimate interest** obligation
- Other clients or individuals, but only where you have explicitly consented to such sharing (e.g. references)

We do **not sell or share your information for marketing purposes with third-party organisations.**

International Data Transfers

Some personal data may be stored or accessed via cloud-based platforms hosted outside the UK. Where this occurs, Reaseheath College ensures that appropriate safeguards are in place — such as UK adequacy decisions, Standard Contractual Clauses (SCCs), or the UK International Data Transfer Agreement (IDTA) — to protect your data and uphold your rights.

Data security

We take the security of your personal information seriously. Your data will only be accessed by authorised staff and service providers who are contractually obligated to process it securely and lawfully.

We apply a range of **technical and organisational measures** to safeguard your data, including:

- Access controls and encryption
- Secure data storage solutions
- Staff training on data protection and confidentiality
- Routine assessment of our systems and suppliers

While we take appropriate steps to secure your data, it’s important to note that no method of internet transmission is entirely risk-free. We work with trusted providers to ensure systems are resilient, secure, and designed to prevent breaches.

Links to Third-Party Websites

Our websites or email communications may include links to third-party websites, such as clients, partners, social media platforms, or service providers. These websites operate independently and have their own privacy and cookie policies.

Reaseheath College is not responsible for the content, policies, or practices of these external sites. We recommend reviewing their privacy notices before submitting any personal information to them.

How Long We Keep Your Information

We retain your personal information only for as long as necessary to fulfil the purposes for which it was collected and in accordance with applicable legal and regulatory requirements.

We may retain data where:

- It is required to meet legal, regulatory, or audit obligations

- We have a legitimate interest to maintain a record (e.g. responding to future legal claims or maintaining service records)
- You have submitted a data protection request (e.g. a subject access or objection), and we need to evidence our compliance and prevent duplicate or unauthorised processing
- There is a contract in place — in which case we will retain your information for the duration of the contract and for **up to six years** after its end, to ensure we can meet any post-contractual obligations or defend against legal claims

We always aim to retain personal data **no longer than necessary**, in line with our published data retention schedules.

Your Rights Under UK Data Protection Law

As a data subject, you have rights under the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018** regarding how we process your personal information.

Your rights include:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision-making and profiling

Right to be informed

You have the right to be informed about how your personal data is collected and used. This privacy notice is part of that commitment.

Right of access

You can request a copy of the personal data we hold about you by emailing dpo@reaseheath.ac.uk with the subject “**Data Subject Access Request**”.

We may ask you to verify your identity before responding. You will receive a response **within one calendar month** of verification.

Right to rectification

If your personal data is inaccurate or incomplete, you can ask us to correct it.

Send your request to dpo@reaseheath.ac.uk with the subject “**Data Rectification Request**”.

Right to erasure

You can ask us to delete your personal data in certain circumstances (e.g. where there’s no lawful basis for retention).

Send your request to dpo@reaseheath.ac.uk with the subject “**Data Erasure Request**”.

Right to restrict processing

You may ask us to restrict how your data is used — for example, while we investigate a concern.

Send your request to dpo@reaseheath.ac.uk with the subject “**Data Restriction Request**”.

Right to data portability

If your data was provided directly to us and processed by automated means on the basis of **consent** or **contract**, you may request it in a machine-readable format or have it transferred to another provider.

Email dpo@reaseheath.ac.uk with the subject “**Data Portability Request**”.

Right to object

Where we rely on **legitimate interest** or **public task** as the basis for processing, you may object if you believe your rights outweigh our justification.

Send your request to dpo@reaseheath.ac.uk with the subject “**Data Objection Request**”.

Rights related to automated decision-making and profiling

We do **not** make decisions based solely on automated processing that have legal or significant effects on you.

Use of CCTV on Campus

Reaseheath College operates a CCTV system across its campuses to support a safe and secure environment for students, staff, visitors, and the wider community. The College is the **data controller** for the images captured and retains responsibility for how this information is collected, stored, and used.

CCTV is used for the following purposes:

- Crime prevention and detection
- Campus safety and security
- Health and safety monitoring
- Investigating suspected breaches of College rules or misconduct

Cameras are positioned appropriately, and **signage is clearly displayed** to inform individuals that CCTV is in operation. The system is managed in accordance with the **Data Protection Act 2018** and **UK GDPR**, and we aim to balance operational effectiveness with respect for individuals’ privacy.

The **Reaseheath College CCTV Policy** is available on request.

Contacting Us About Data Protection

If you have questions about how your personal information is used, please visit the College’s data protection webpages:

www.reaseheath.ac.uk/data-protection

If you need further assistance, or would like to exercise your data protection rights, you can contact:

Data Protection Team

data.protection@reaseheath.ac.uk

Data Protection Officer (DPO)

Graeme Lavery, Chief Financial Officer and Director of Resources

dpo@reaseheath.ac.uk

Reaseheath College
Reaseheath
Nantwich
Cheshire
CW5 6DF

Raising a Data Protection Concern

If you are unhappy with how we have handled your personal information, or with the outcome of a request you have made under your data protection rights, you have the right to raise a complaint.

In the first instance, we encourage you to contact our Data Protection Officer at dpo@reaseheath.ac.uk so we can try to resolve the issue.

If you remain dissatisfied, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Website: www.ico.org.uk

Updates to This Privacy Notice

This privacy notice was last reviewed in **May 2025**. We review and update it **at least annually**, or sooner if required to reflect changes in the law or our data processing activities.

Any updates will be published on the College's website. Where changes are significant, we will also notify you directly by email or other appropriate mean