Privacy Notice: How The Employability & Careers Centre handles your personal data

The Employability & Careers Centre is part of the University of Surrey. We are registered as a data controller with the Information Commissioner’s Office (our notification number is Z6346945) and we are committed to ensuring that the personal data we process is handled in accordance with data protection legislation. We have a named Data Protection Officer, Suzy Mereweather, who can be contacted via dataprotection@surrey.ac.uk

One of our responsibilities is to tell you about the different ways we collect and use your personal data. This statement provides details about these uses. In addition to this statement, you may be given further information about the uses of your personal data when you use certain services offered by the University of Surrey.

What information do we collect from you?

The Employability & Careers Centre holds and processes personal data about employers. The personal data we hold about you consists of:

- Name;
- Address;
- Email address;
- Phone numbers;
- Company Payment Information;
- Staff Profession/Group;
- Job Title;
- Department;
- Employment Type.

We only collect the data we need and keep that data up to date.

We receive this data from you when you enrol in Surrey Pathfinder or when your employee/s enrol in the Degree Apprenticeship Programme.

Why do we collect this information?

The University collects only the data we need and we keep the data up to date and only for as long as it is needed.

We collect your data to:

- Inform you about products and services and prices;
- Inform you of service and prices changes;
- Help us identify you and any business interests we have with you;
- Provide customer care, including responding to your requests if you contact us with a query
- Notify you about changes to or website and services
- Carry out marketing and statistical analysis
- Enable us to review, develop and improve our services
- Provide you with information about products or services that you request from us or which we feel may interest you
- Process orders for services that you have submitted to us
- Comply with our contractual obligations we have with you
- Administer accounts, process payments and keep a track of billing and payments
- Administer the Degree Apprenticeship Programme; and
- Operate, investigate and keep a record of disciplinary and complaint issues.

We take our obligations for data handling very seriously and it is therefore important for you to know the lawful basis for us processing your information:

We process data to ensure that we can carry out our public role as an educational and research establishment, meeting legal, moral and contractual obligations as laid out in the University’s Charter.

We process data to meet our statutory and legal requirements, specifically the Funding Regulations made under S101 of the Apprenticeships, Skills, Children and Learning Act 2009 (ESFA Funding Rules) in respect of the Degree Apprenticeship Programme including the requirement to implement an employer complaint process.

We also process data to meet our contractual duties to you and provide you with the following services as laid out in our contract with you in order to:

- Provide you with products and services;
- Administer the Degree Apprenticeship Programme where you have applied to take part;
- Process orders for services that you have submitted to us;
- Comply with our contractual obligations we have with you;
- Administer accounts, process payments and keep a track of billing and payments;
- Review job applications.

We also process data in our legitimate interests to:

- Provide you with information about products and services that you request from us or which we feel may interest you where you have consented to be contacted for such purpose;
- Help us identify you and any business interests we have with you;
- Provide customer care, including to responding to your request if you contact us with a query;
- Carry out marketing and statistical analysis;
- Notify you about changes to our website and services.

These legitimate interests are determined through an assessment made by weighing our requirements against the impact of the processing on you. Our legitimate interests will never override your right to privacy and the freedoms that require the protection of your personal data. If you are interested in learning more about this legitimate interest assessment, please contact dataprotection@surrey.ac.uk.

We process data because you give us your consent, specifically to enable us to review, develop and improve our services by means of survey. We do not use the data we collect to make decisions about individuals or to analyse information on an individual level.

What do we do with your information?

We process personal data in accordance with data protection legislation and our Data Protection Policy.

We use the data that we collect and process about you to enable us to support your employee’s application for, and ongoing eligibility to, the Degree Apprenticeship Programme and to comply with the ESFA Funding Rules.
We track activity via cookies to obtain information about the way you access our services to analyse their effectiveness. We monitor use of IT services to ensure adherence to the Acceptable Use Policy. We analyse the effectiveness of our service at an aggregate level so that no individuals are identified from the data.

How long do we keep your information?

We keep your personal data in accordance with the University’s retention schedules. This means that your data is kept for 6 years and then destroyed.

Who do we share your information with?

Internally, we share your personal data with:

- University of Surrey Academic and Professional Departments;
- University of Surrey Student enterprise;
- Unitemps on-campus recruitment agency.

We do this in order to...

- Provide products and services;
- Process orders for services that you have submitted to us;
- To comply with our contractual obligations we have with you;
- To administer accounts, process payments and keep a track of billing and payments;
- To provide you with information about products and services that you request from us or which we feel may interest you where you have consented to be contacted for such purpose;
- To help us identify you and any business interests we have with you;
- To provide customer care, including to responding to your request if you contact us with a query;
- Enable us to operate and keep a record of disciplinary and complaint issues for the Degree Apprenticeship Programme, including managing any appeals to these process.

Externally, we share your personal data with the following third parties:

- GTI our hosting partner for our cloud-based Surrey Pathfinder careers portal in order to store your information for all legitimate purposes of processing as outlined above;
- Our end to end apprenticeship service provider, Aptem, which is a UK based company. See their privacy notice at: https://www.aptem.co.uk/privacy/;

What rights do you have in relation to the way we process your data?

As an individual whose data we process (a data subject), you have certain rights in relation to the processing. You can find detailed information about your rights as a data subject on the University's webpage.

You have the right to:

- Withdraw your consent in circumstances where we have relied on your consent as our basis for processing your personal data.
- Ask us to confirm that your personal data is being processed and to access (i.e. have a copy) of that data as well as to be provided with supplemental information about the processing.
• Request that we rectify any inaccuracies where the data we hold on you is inaccurate or incomplete
• Have your data erased by us, although in certain circumstances we may not be able to do this. The circumstances where this applies can be found in the data subject rights information on the University’s webpage
• Restrict the processing of your personal data in certain ways
• Obtain your personal data for reuse
• Object to certain processing of your personal data

To exercise any of these rights, please contact dataprotection@surrey.ac.uk.

If you have any concerns about the way that we have handled your personal data please contact us as we would like to have the opportunity to resolve your concerns. If you’re still unhappy, you have the right to lodge a complaint with the Information Commissioner’s Office. Please see their website at: https://ico.org.uk/make-a-complaint/.