

PRIVACY NOTICE – FX Plus Languages

The purpose of this notice is to explain how Falmouth Exeter Plus (FX Plus) Languages Team will collect and process your personal data. This notice also tells you which third parties we may share your personal data with.

FX Plus is a data controller and will only process your personal data in accordance with the current data protection legislation. Until 24 May 2018, we will process your personal data in accordance with the Data Protection Act 1998 (or DPA for short). From 25 May 2018, we shall process your personal data in accordance with the General Data Protection Regulation (or GDPR for short).

The Data Protection Officer for FX Plus is Jonathan Hocking, who can be contacted by Email: dataprotection@fxplus.ac.uk

Telephone: 01326 259431

Writing:

Data Protection Officer
Falmouth Exeter Plus
Penryn Campus
Treliever Road
Penryn
Cornwall
TR10 9FE

This notice will be reviewed annually to ensure continued compliance with current data protection legislation and to reflect best practice.

By requesting advice via tutorials, appointments or taught sessions you agree to FX Plus processing your personal data (including sensitive personal data), for the purposes and in the manner set out in this notice and for other legitimate purposes connected with supporting you in your studies.

What information is being processed about you

The type of personal data and sensitive personal data we may process about you consists of:

- Your name and your student number
- Your contact details including email and telephone number
- Your degree course name and stage
- Detail of Language course registration and attendance
- Detail of your reasons for seeking advice via tutorials
- Any academic work which you choose to submit for comment

How and why your information is processed

Your personal data is processed by FX Plus for the purpose of managing your interactions with our services and to fulfil its obligations to you in the provision of support for your learning. It may also be collected to fulfil legal obligations and/or regulatory duties that it owes to its regulators and to other third parties.

FX Plus Languages collect your personal data from the following sources:

- The information provided by you on any forms requesting tutorial support
- Registration for taught English Language courses via StudyHub
- Personal details from FXPlus Compass online system.
- Falmouth University's WPM Payment service for modern foreign language courses

How your personal data will be used

Here are some of the ways we will use your personal data. This list is not exhaustive, but is intended to provide you with an idea of the things that we may need to do, to manage your bookings and to support your learning. We will not use your data for any purpose other than those listed and for maintaining your support records and/or protecting your wellbeing.

- Administration of the language courses, including email reminders of teaching dates, notifications of cancellations and room changes, attendance monitoring and feedback collection.
- Management of support received via tutorials and/or taught sessions including reviewing your work and giving you feedback either in person or via email.
- Keeping records via The Compass online of 1 to 1 tutorials with you.
- Liaison with other FXPlus services including Library and Student Services and with the University partners to enable service co-ordination.

This processing is necessary for:

- The provision by FX Plus Languages of support for your learning.

- FX Plus's compliance with any statutory obligations; and/or to protect the interests of the data subject or another person.

Sensitive Personal Data

Some of the personal data FX Plus processes about you will be "sensitive personal data". This category of personal data will be subject to additional protections. Sensitive personal data for example is information about your physical or mental health or condition. This information is processed for some of the reasons set out above.

Who your personal data is shared with

In processing your personal data and/or sensitive personal data, FX Plus Languages may have reason to share this data with a third party:

- Falmouth University and/or University of Exeter personnel may request details of course registration, attendance and engagement with services.
- In exceptional circumstances where there are concerns about wellbeing or academic progress, limited information will be shared with other FXPlus services and with appropriate University personnel.
- We use two third party booking systems, YouCanBook.me and Microsoft Bookings to make and cancel appointments. YouCanBook.me and Microsoft Bookings do not process any personal data

What happens with your personal data

FX Plus Languages will retain details of Language course registrations and tutorial bookings for two reasons. Firstly, to monitor the support offered to you throughout your time as a student and to liaise with other services supporting your learning. Secondly for the purposes of monitoring the uptake of our services.

Personal details collected via course registration, tutorial booking, and submission of work for review and from Compass data will be retained for 3 years, after which they will be anonymised and used only for statistical purposes.

Our reasons for processing your data

What we do	Our legal basis under GDPR
Deliver our service to you with regards to study support during your student life with Falmouth University or the University of Exeter	(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
Contact you with regard to Language course registrations and Tutorial bookings	(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
Share your details with other FX Plus teams and appropriate University teams to ensure your safety and wellbeing and to promote your learning.	(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

Your Rights

You are in complete control. You can object to the use of your personal data at any time. However, in some cases we may not be able to provide your requested service where the information processing is an integral part of the service. We will tell you if this is likely to be the case.

Subject to some legal exceptions, you have the right to:

- request a copy of the personal information FX Plus Languages hold about you;
- to have any inaccuracies corrected;
- to have your personal data erased;
- to place a restriction on our processing of your data;

- to object to processing; and
- to request your data to be ported (data portability).

To learn more about these rights please see the [ICO website](#).

Please address any such requests to the FX Plus Data Protection Officer.

What can you do if you are unhappy with the way your data is being processed

FX Plus is transparent about its processing of your personal data. However, should you have any queries about how FX Plus processes your personal data; you should contact our Data Protection Officer by emailing dataprotection@fxplus.ac.uk.

If you think that any of your personal data held by Falmouth Exeter Plus is incorrect (for example if you change your contact details), please let us know so that we can update our records accordingly.

You have the right to complain to the Information Commissioner (<https://ico.org.uk>) if you are not satisfied with the handling of your personal data by FX Plus.

The Information Commissioner's Office can be contacted at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF