



Privacy Notice

Student Adviser Service

This notice covers the processing of personal data by New College Lanarkshire when you book an appointment with or use our Student Adviser Service.

The data controller is New College Lanarkshire. Our registered office is 1 Enterprise Way, Motherwell ML1 2TX.

If you have any concerns or queries about how we use your personal data you can contact our Data Protection Officer at data.protection@nclan.ac.uk

Personal data processed

- Contact details. E.g. name, address, contact numbers, email address
- Student Information. E.g. course details, year of study, student ID number, student photo
- The nature of your support request and any action points agreed
- Records of information, advice and guidance provided

This information is collected directly from you when you book an appointment with a Student Adviser and receive advice or support.

How we use your personal data

We use your personal data for the following purposes:

- To manage your appointments and contact you in relation to these
- To keep a record of any advice and support provided
- To refer you to any relevant internal or external support services (where you consent to this)

Our lawful basis for using this personal data is **public task**. Where we process special category data, our additional lawful basis is **reasons of substantial public interest**.

Sharing your personal data

We will only share your personal data with third parties where you have consented to us making a referral on your behalf, for example:

- Counselling service provider
- Stay Mentoring
- Skills Development Scotland
- Any other third-party you have asked us to contact on your behalf to support you.

Sharing in Emergencies and Safeguarding

There will be situations where New College Lanarkshire may have to share your personal data with third parties, without your consent. In an emergency where you or another individual is at risk of harm or when

the college has any safeguarding concern's that you may be at risk, we may share relevant personal data with the emergency services or social work services.

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, audit, or reporting requirements.

Student Adviser records are retained for 6 years after the academic year you leave the College.

Your rights

You have rights in relation to the personal data we use. You can access information on these rights and how to use them on the [Data Protection](#) section of our website.

Data protection complaints

If you feel your data protection rights have been infringed you have the right to complain to us about this. To make a data protection complaint to us please email your complaint to data.protection@nclan.ac.uk