

Ayrshire College (the College) is providing you with this information to comply with data protection law to ensure that you are fully informed and that we are transparent in how we collect and use your personal data.

Your privacy and trust are very important to us and this Privacy Notice provides essential information about how the College handles your personal data (information) and the rights you have in relation to how we use your data. The College is committed to complying with all applicable Data Protection legislation.

### **Who are we?**

Ayrshire College is the 'Controller' and is responsible for looking after the personal data that you provide.

Registered office – Ayr Campus  
Dam Park, Ayr  
KA8 0EU

For any queries or concerns about how your personal data is being processed you can contact the Data Protection Officer (DPO) at [dataprotection@ayrshire.ac.uk](mailto:dataprotection@ayrshire.ac.uk)

### **This privacy notice relates to the following process:**

The processing of personal data when you make a request for information under UK GDPR or The Freedom of Information Act

### **Purpose for processing – why do we collect information about you?**

We collect and use your information for the following purposes:

- To communicate with you about your request
- To seek clarification
- To verify your identity (where necessary)
- To locate and provide you with the information you have asked for

### **Our lawful basis (reason) for processing your information is:**

- Use is necessary for us to comply with a legal obligation.

### **The data being used may include special category (sensitive) data if relevant to your request. Our legal reason for using this sensitive data is:**

- Processing is necessary for reasons of substantial public interest and is authorised by domestic law proportionate to the aim pursued.

Data Protection Act 2018, Schedule 1, Part 2, 6. (2)(a) exercise of a function conferred by an enactment or rule of law: Equality Act 2010, and Freedom of Information (Scotland) Act 2002

## **What information do we collect about you?**

Personal information processed

- Name
- Contact details
- Details of your request
- Copies of ID (where necessary to verify your identity)

We may also collect some 'special category data' (e.g. ethnicity, sexual orientation, race) if you chose to provide this as part of your request. This enables the College to meet its duties under the Equality Act 2010.

## **How do we collect it?**

Your personal information is collected when you make a request for information on the phone, via email, via the website or any other format you chose.

## **If you were to withhold the information we require for this process, the consequences would be:**

We would not be able to process or respond to your request for information.

## **Who do we share your information with?**

Your personal information will, or may, be shared with the College departments involved in the request for information process and the following organisations:

- Scottish Information Commissioner
- Information Commissioner's Office

## **Details of data transfers to any third countries or international organisations**

Your information will not be shared outside of the UK.

## **How do we look after your information?**

We will take all reasonable steps to prevent the loss, misuse or alteration of information you give us. Your personal information will be stored securely and will only be accessed by authorised staff, agents, contractors and other organisations who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality and must comply with data protection law.

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

## **How long do we keep it for?**

- **Freedom of Information Requests**

Your information will be kept for 5 years after the end of the academic year the request was received in, in line with the College's data retention schedule and then will be destroyed confidentially.

- **Data Subject Requests**

Your information will be kept for 3 years after the end of the academic year the request was received in, in line with the College's data retention schedule and then will be destroyed confidentially.

- **Identification**

Where ID has been requested, only a record that your identity has been verified will be retained. Original documents will be securely returned, and any copies will be securely destroyed.

### **Automated individual decision-making processes, including profiling.**

We do not use any automated individual decision-making about you.

### **Your rights**

Under Data Protection legislation you have certain rights in relation to how the College manages and uses your personal information:

- The right to be informed (this is the Privacy Notice)
- The right to access your personal data
- The right to rectification if the personal data we hold about you is incorrect
- The right to restrict processing of your personal data

### **In addition, the following rights apply only in certain circumstances:**

- The right to withdraw consent at any time (if consent is our lawful basis for processing your data)
- The right to object to our processing of your personal data
- The right to request erasure (deletion) of your personal data
- The right to data portability
- The right not to be subject to automated decision making including profiling.

For more information about your rights please see [www.ico.org.uk](http://www.ico.org.uk).

### **Contact us**

If you have any issues about this notice or the way the College has handled your personal information, please contact our Data Protection Officer in the first instance:

email [dataprotection@ayrshire.ac.uk](mailto:dataprotection@ayrshire.ac.uk)

Telephone: 0300 303 0303 or write to:

Data Protection Officer  
Ayrshire College, Kilmarnock Campus

Hill Street  
Kilmarnock  
KA1 3HY

### **Complaints to UK Information Commissioner's Office (ICO)**

If you are dissatisfied with the response from the College, you have the right to lodge a complaint with the ICO about our handling of your personal data:

email: [Make a complaint | ICO](#)

Telephone: 0303 123 1113 or write to:

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

1 September 2025