

Privacy Notice – for website users

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 at: dataprotection@ayrshire.ac.uk

This privacy notice relates to the following process:

Collection and use of your personal information when you visit or use the Ayrshire College website.

Purpose for processing - why do we collect information about you?

This notice sets out the information we collect when you:

- Correspond with us, by email or another form of communication / when you enquire via phone, email, or in person.
- Complete one of our online contact forms.
- Subscribe to our Newsletter.
- Participate in one of our surveys designed to measure your satisfaction with your experience with us, so we can improve our services.

We collect and use your information for the following purposes:

- To process your enquiry and to communicate with you about these matters.
- To pass your enquiry to the relevant Department / Service area so we can respond to questions you may have about our services, courses, and opportunities.

Please see below for more information about cookies on our website.

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

- Use is necessary for performing a task in the public interest or under official authority vested in us.
- Consent if you subscribe to our newsletter.

What information do we collect about you?

Name

Email address
Phone number

We don't collect any special category information about you as part of this process.

Who do we share your information with?

Your personal information will be shared with relevant College departments so that we can respond to your enquiry effectively. We do not routinely share your data with external organisations apart from system providers noted below.

Details of data transfers to any third countries or international organisations

Your information will not be shared outside of the UK/European Economic Area.

How do we look after your information and how long do we keep it for?

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 only accessed by authorised staff with a business need to know. We keep your personal details for as long as is necessary for the reasons we are using them for. How long, varies depending on our relationship with you.

- **Website CMS provider:** Your data is stored here and systematically deleted in line with retention schedules.
- **Department emails:** Information forwarded to the relevant departments may be retained in line with each department's retention schedules.
- **Inactive subscribers:** We routinely update our email subscriber lists to make sure those who are not engaged are removed.

Automated individual decision-making processes, including profiling.

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

Cookies statement

This statement only applies to the Ayrshire College website.

Like many other websites, we place small data files on your computer or mobile phone, also known as cookies. These help us analyse web traffic (including what web pages you visit and how long for) and they also help us to improve our website.

Cookie pop up banner

We use cookies on our website to give you the most relevant experience by remembering your preferences and repeat visits. By clicking "Accept All", you consent to the use of ALL the cookies. However, you can change your "Cookie Settings" to provide a controlled consent.

[You can see what cookies we use here.](#) You can, however, set your web browser to reject non-essential cookies. For more information about how to manage cookies, visit [AboutCookies](#) website.

Third party websites and cookies

On our website, we sometimes embed or include links to third party sites. They have their own privacy policies. Third party sites may also have cookies which we have no control over. We do not accept responsibility or liability for the privacy practices of third party websites.

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)
- 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

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:

Data Protection Officer

Email: 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 Information Commissioner's Office about our handling of your data:

Email: [Contact ICO Online](#)

Telephone: 0303 123 1113

Or write to:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

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