

## General Privacy Statement

This privacy notice has been prepared in accordance with the UK GDPR (“**GDPR**”) and the Data Protection Act 2018 and tells you what to expect when Solihull College & University Centre College collects personal information. It covers why we collect personal information, how we use it and how we keep it secure. It applies to information we collect about:

- Visitors to our website
- People who register to attend, or attend, one of the events run by Solihull College & University Centre College
- People who enquire about courses at Solihull College & University Centre College
- People who apply for courses
- People who phone the main college reception
- People who use College facilities

We may change this statement from time to time, so please check this page occasionally to ensure you are still happy with the statement. By using the website, you are agreeing to the terms within this statement.

We are committed to preserving the privacy of all visitors to our website and do not disclose personal data of our users to third-parties.

### Who are we?

Solihull College & University Centre College is a further and higher education college offering a range of courses and qualifications, including apprenticeships, undergraduate degrees and vocational training. The Corporation was established under the Further and Higher Education Act 1992 and is an exempt charity for the purposes of the Charities Act 2011. We are registered with Ofsted (UK Provider Reference Number 10005946), with our registered address being: Solihull College & University Centre, Blossomfield Road, Solihull, West Midlands B91 1SB.

### How do we collect information from you?

#### Google Analytics

When someone visits our website, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

#### Site search

Search terms used on our website are collected and processed anonymously to help improve our website and search functionality. No user-specific data is collected by the College.

#### Event registrations

When you register for, or attend, one of our events we will ask you to complete some basic information regarding your name, contact details, subject area(s) you are interested in studying and the level of study (full-time, undergraduate, apprenticeships or part-time). You

may also be asked about your current situation, including school/college currently attending and likely year of entry. This data is collected to ensure we can provide you with the information that you may need to study with us, and improve the advice that we provide you with, as well as understand the geographic reach that we have as an educational provider. At the time of requesting the information your consent to process this data will be sought. This data will be held for a maximum of three years, or until the expected year of entry to the College (as determined by the information submitted and your date of birth) has passed.

### **Course enquiries and applications**

When you enquire about or apply for a course, we will ask you for some basic information relating to your name, address, level of study and the subject areas you are interested in. You may also be asked to provide some information about where you are currently studying and when you are looking to join us, as well as how you heard about the College. This data is collected with the legitimate interests of providing you with the information you require about a course to help us provide you with the best possible service and for the College to make a judgement about your suitability for study. This data will be held for a maximum of three years, or until the expected year of entry to the College (as determined by the information submitted and your date of birth) has passed.

### **Phone calls**

To maintain customer service standards, and assist in staff training, we may record and monitor incoming telephone calls. The information you supply will enable us to assist you with your enquiry and provide you with the best possible service. It could also enable us to contact you, where necessary, to follow up any questions you may have.

### **Use of College Services and Facilities**

If you visit the college to use our facilities or services, for instance the College's hair and beauty salon (Aspire), we will ask you for some basic information relating to your name and contact details. If necessary, we may ask for information about your health in order to ensure your safety around the services you intend to use.

We will from time to time send you information about our range of services and any promotional offers which we feel may be of interest to you. If you have consented to receive promotional information, you may 'opt out' at a later date.

### **Marketing**

We would like to send you information about our range of courses, and other services that we offer, which we feel may be of interest to you. If you have consented to receive promotional information from us, you may opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other members of the Solihull College & University Centre Group. If you no longer wish to be contacted for marketing purposes, please email [marketing@solihull.ac.uk](mailto:marketing@solihull.ac.uk)

We will not share your information for marketing purposes with third-party organisations outside of Solihull College & University Centre.

## **Access to your information and correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us using the link or address at the bottom of the page.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

## **Your rights over your personal information**

You have the right to make a complaint to the Information Commissioner's Office (ICO) if you are unhappy about the way your personal data is being used – please refer to the ICO's website for further information about this (<https://ico.org.uk/>);

## **Your right to data portability**

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request.

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

Like many websites, we also obtain certain types of information when your web browser accesses Solihull College & University Centre.ac.uk, or advertisements and other content served by or on behalf of Solihull College & University Centre College on other websites. This information is used to provide measurement services and target advertisements.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result. More information about the cookies we use on our website is available in our Cookies Policy.

## **Other websites**

This website may contain links to third-party websites and partner sites. We do not control, and are not responsible for, the collation of any personal information by third parties whose privacy statement is different to ours. We encourage you to read the privacy statements on the other websites you visit.

## **Changes to our privacy statement**

We keep our privacy notice under regular review and we will place any updates on this webpage. This statement was last updated in October 2025

### **How to contact us**

Please contact us if you have any questions about this privacy statement, or information we hold about you:

- By email to [data.protection@solihull.ac.uk](mailto:data.protection@solihull.ac.uk) or by writing to Solihull College & University Centre College, Blossomfield Road, Solihull.B91 1SB