

Privacy Notice

Oakwood Group Ltd (T/A Oakwood College)

This privacy notice tells you what we do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [Who we share information with](#)
- [How to complain](#)

Contact details

Post

Oakwood College, 7th Floor - Tricorn House, 51-53 Hagley Road, BIRMINGHAM, , B16 8TP, GB

Telephone

0121 805 2002

Email

info@oakwoodcollege.co.uk

What information we collect, use, and why

We collect or use the following information **for student education and welfare**:

- Names and contact details for students/children
- Gender
- Pronoun preferences
- Date of birth
- Next of kin and emergency contact information
- Payment details and financial information including transactions
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Welfare information (includes family and home life circumstances and history)
- Photographs
- Attendance and reason for absence data
- Account access information
- Exam results and qualifications
- Progress reports
- Information relating to compliments and complaints

- Exclusion, suspension and behavioural information
- Right to work information

We also collect or use the following special category information **for student education and welfare**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sexual orientation information

We collect or use the following information **for disciplinary investigations or to prevent, detect, investigate or prosecute crimes**:

- Names and contact details for students/children
- Gender
- Pronoun preferences
- Welfare information (includes family and home life circumstances and history)
- Special Educational Needs and Disabilities (SEND) information (includes reasonable adjustments and special educational needs and disabilities)
- Attendance and reason for absence data
- Witness statements and contact details
- Records and reports
- Video recordings of public areas (including entrances and outside spaces to which some or all members of the public have access)
- Audio recordings of public areas (including entrances and outside spaces to which some or all members of the public have access)
- Video recordings of student access areas (including classrooms, corridors, canteens and outside spaces to which students have access)
- Audio recordings of student access areas (including classrooms, corridors, canteens and outside spaces to which only staff have access)

We also collect or use the following special category information for disciplinary investigations or to prevent, detect, investigate or prosecute crimes. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sexual orientation information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Addresses

- Payment details
- Account login or user information
- Video recordings of public areas
- Video recordings of private or staff only areas
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Attendance and reason for absence data

We also collect the following special category information for **dealing with queries, complaints or claims**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sexual orientation information

We collect or use the following information **for information updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences
- Photographs
- Website and app user journey information
- IP addresses
- Records of consent, where appropriate
- Alumni records

We also collect or use the following special category information **for information updates or marketing purposes**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sexual orientation information

We collect or use the following information **for recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID

- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg DBS, Access NI or Disclosure Scotland checks)
- Security clearance details (eg basic checks and higher security clearance)

We also collect or use the following special category information **for recruitment purposes**.

This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sexual orientation information

We collect or use the following information **to comply with legal requirements**:

- Identification documents
- Health and safety information
- Safeguarding information
- Any other personal information required to comply with legal obligations

We also collect or use the following special category information **to comply with legal requirements**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sexual orientation information

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are

some exemptions which means you may not receive all the information you ask for.

[Read more about the right of access.](#)

- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **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. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **for student education and welfare** are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We collect and use personal information based on our legitimate interest to support student education and welfare. This includes ensuring that students receive appropriate educational support, safeguarding their wellbeing, maintaining effective communication with parents and caregivers, and creating a safe and supportive learning environment. The information we process allows us to monitor academic progress, identify and address individual needs, provide pastoral care, and fulfil our duty to promote the overall development and safety of all students. We only use personal information in ways that are necessary, proportionate, and in the best interests of the students we serve.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Vital interests - collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task - we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **for disciplinary investigations or to prevent, detect, investigate or prosecute crimes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We collect and use personal information based on our legitimate interest to conduct

disciplinary investigations and to prevent, detect, investigate, or report criminal activity. This includes maintaining a safe and secure environment, protecting individuals from harm, safeguarding property, and ensuring compliance with legal and regulatory obligations. Processing personal information allows us to identify potential misconduct, respond effectively to incidents, take appropriate action when necessary, and cooperate with law enforcement or other relevant authorities. We only use personal information in ways that are necessary, proportionate, and aligned with our responsibility to uphold safety, security, and lawful conduct. For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims **are:**

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Public task - we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **for information updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Public task - we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **for recruitment purposes** are:

Our lawful bases for collecting or using personal information **to comply with legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Public task - we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Where we get personal information from

- Directly from you
- Regulatory authorities (eg HMRC)
- Local authorities or local councils
- CCTV footage or other recordings
- Publicly available sources
- Previous employers
- Providers of marketing lists and other personal information
- Suppliers and service providers
- Professional consultants
- Third parties:
- We use a Third party (Creditsafe) to verify students residential addresses.

How long we keep information

Record Type	Retention Period	Notes
Assessed Student Work (all forms)	5 years after the end date of the course	Required by OfS under Conditions B4 & B5; includes work from students no longer registered
Assessment Records	5 years	Aligns with OfS expectations for investigatory access
External Examiner Reports	6 years	Supports quality assurance
Course/Module Specifications	6 years after superseded	Evidence of curriculum design
Academic Transcripts	Permanent	Proof of qualification

Record Type	Retention Period	Notes
Assessed Student Work (all forms)	5 years after the end date of the course	Required by OfS under Conditions B4 & B5; includes work from students no longer registered
Assessment Records	5 years	Aligns with OfS expectations for investigatory access
External Examiner Reports	6 years	Supports quality assurance
Course/Module Specifications	6 years after superseded	Evidence of curriculum design
Academic Transcripts	Permanent	Proof of qualification

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who we share information with

Others we share personal information with

- Local authorities
- Specialist teachers such as peripatetic workers or speech and language therapists
- School governing bodies (such as Board of governors or Parent/teacher associations (PTA))
- Examination boards and bodies
- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Legal bodies or authorities
- Relevant regulatory authorities
- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media
- Other relevant third parties:
- We use Creditsafe to verify student's current address.

How to complain

Personal Data Breaches

Oakwood respond promptly to any identified personal data breaches and thoroughly investigate those incidents to ascertain whether;

- The breach should or must be reported to the ICO •
- Data subjects should or must be made aware of the breach; and
- It is necessary to amend processes or introduce new measures to mitigate against any further breaches.

Questions and Concerns

Any queries and questions relating to the way data is collected and used by the College should be addressed to the Data Protection Officer at info@oakwoodcollege.co.uk

Complaints

Applicants with complaints regarding how their data has been handled by the College should address these with the Data Protection Officer at info@oakwoodcollege.co.uk in the first instance.

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

25 September 2025