

# Apprentice Privacy Notice

## How we use your personal data (for apprentices)

The University needs to collect and process personal data in order to provide services to apprentices, manage its operations effectively and meet certain legal requirements.

## What is Personal Data?

“Personal data” means any information which relates to or identifies you as an individual.

## Purpose of this Notice

This Notice explains how we will collect and use your personal data.

Liverpool Hope University is the Data Controller for personal data that we process about you. The University is registered as a Data Controller with the Information Commissioner’s Office and manages personal data in accordance with the University’s Data Protection Policy.

Throughout this Notice, “University”, “we”, “our” and “us” refers to Liverpool Hope University and “you” and “your” refers to those expressing an interest in becoming an apprentice at the University both prior to and at formal application stage, together with those who later become a registered apprentice at the University.

Anything you are not clear about please contact our Data Protection Officer who can answer any queries you may have concerning this Notice or in any way that we process your personal data. Our Data Protection Officer’s contact details can be found at the end of this Notice.

## Where does the University get your personal data from?

We obtain personal data about you from the following sources:

- From when you provide your contact details for open day activities or to request further information from us, make an application or enrol as an apprentice;
- From third party sources (such as your Employer and Government Departments including but not limited to: the DfE<sup>1</sup>, IfATE<sup>2</sup> and Skills England<sup>3</sup>). Where we obtain personal data from third-party sources, we will look to ensure that the third party has lawful authority to provide us with your personal data;

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<sup>1</sup> The Department for Education - <https://www.gov.uk/government/organisations/department-for-education>

<sup>2</sup> Institute for Apprenticeships and Technical Education - <https://www.instituteforapprenticeships.org/about/find-an-apprenticeship/>

<sup>3</sup> Skills England - <https://www.gov.uk/government/collections/skills-england>

- When you complete the online onboarding tasks when you first become an apprentice, and any in-year or annual updates to this.
- From you when you disclose personal data during the course of your studies or when accessing services or resources (e.g. careers advice, counselling, financial support).

### **What personal data will be processed?**

The University will keep a record of the details you provided during onboarding, any supporting documents requested as part of your admission and additional details provided by your employer, any referees and records following any interview process. We will also maintain records about your studies at Liverpool Hope University, and about your use of the academic and non-academic facilities and services that we offer.

This personal information will include data such as your name, home address, date of birth, course studied and information about your examinations, assessments and results.

Your personal information is created, stored and transmitted securely in a variety of paper and electronic formats, including databases that are shared between the University (such as the main apprentice records the SITS database and Aptem). Access to your personal information is limited to University staff and your employer<sup>4</sup> who have a legitimate interest in it for the purpose of carrying out their contractual duties, and use of your personal information will not be excessive.

In addition to this, the University may process some information about you that is classed as 'special category' personal data, and which requires additional protections. This includes information concerning your ethnicity, sexual orientation, religious beliefs or health/disability that we use for planning and monitoring purposes, or in order to provide care, help or suitable adjustments.

For certain courses of study, other sensitive information may be processed, such as information about past criminal convictions, working with children or vulnerable adults, and your fitness to practise in certain regulated professions. Access to, and the sharing of, your 'special category' personal data are controlled very carefully. You will normally be given further details about our use of any such data when we collect it from you.

When you register with us, you have the option not to provide certain types of special category data.

### **What is the purpose and legal basis of the processing?**

The University collects and processes a broad range about personal data about you in order to deliver our services to you as an apprentice, manage our operations effectively and meet certain legal requirements. Examples of such services include

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<sup>4</sup> Your employer will have access to the Aptem system for monitoring purposes.

our residential services, apprentice support services, lecture capture recording, attendance monitoring and Library and sports facilities.

In addition to the above, we set out in Appendix 1 of this Notice the other purposes for which we will process your personal data, together with the legal basis for doing so and the categories of third-parties with whom we share your personal data with.

### **Who will my personal data be shared with?**

As described above, your personal information is shared with relevant University staff as required. In addition, it is shared as permitted or required by law, on a considered and confidential basis, with a range of external organisations, including the following:

- Higher Education Statistics Agency (see HESA's statement about the uses made by them of your personal information published at <https://www.hesa.ac.uk/about/regulation/data-protection/notices>).
- Your Employer.
- The providers of any external/collaborative learning and training placements or fieldwork opportunities.
- External examiners and assessors, and external individuals involved in relevant University committees or procedures.
- Relevant Government Departments (e.g. Department for Education, Institute for Apprenticeships and Technical Education, Skills England, Disclosure and Barring Service (DBS)).
- Relevant executive agencies or non-departmental public bodies (e.g. UK Visas and Immigration, HM Revenue and Customs, the Health and Safety Executive).
- Relevant Higher Education bodies (e.g. Office for Students, UK Research and Innovation, Office of the Independent Adjudicator, ESFA Apprenticeship Service Support, the organisation(s) running the National Student Survey and other leaver surveys).
- Any relevant professional or statutory regulatory bodies (e.g. CSP, HCPC, SWE, NYA, DfE).
- The University Students Union and student clubs and societies, in order to facilitate your membership of those bodies.
- Local authorities (in particular, we pass lists of apprentices/students to Liverpool City Council on an annual basis to assist with the administration of exemption from Council Tax).
- On occasion and where necessary, the police and other law enforcement agencies.
- On occasion and where necessary, auditors.
- Companies or organisations providing specific services to, or on behalf of, the University.
- One of our partners if you are studying at another institution for a Liverpool Hope award.

## **How is my personal data used after I graduate?**

After you graduate a core record of your studies is retained indefinitely so that the details of your academic achievements can be confirmed and for statistical or historical research. Your contact and core personal details are passed to the Alumni office while you are still an apprentice so that you can be added to the alumni database. Alumni and supporters will receive their own statement setting out how their personal information is used by the University at the appropriate time.

## **Retention of your personal data**

We store your personal information as part of your apprentice record for the duration of your studies (and it may be used as part of our assessment of any future application you make for further studies at Liverpool Hope University). Information about how long different types of information is retained by the University is published [here](#).

We will from time to time communicate with you by email, post, telephone and text. If at any stage you are concerned about the content of these communications, e.g. unwanted marketing information, then:

- please follow any available unsubscribes links or instructions in the communications; or
- contact our Data Protection Officer.

## **Automated individual decision making, including profiling**

This is where we may make decisions automatically about you without human intervention. We use your personal data to conduct other automated individual decision making and profiling as outlined at Appendix 1. Appendix 1 also provides where you can go to find out further information on the logic behind our decisions as well as the significance and consequences of our decisions. If you are still finding it difficult to locate or understand this information please contact the Data Protection Officer who will help you further.

## **Transfers to third party countries**

Sometimes to achieve the purposes for which we are processing your personal data we may need to share your personal data with other organisation based within the European Union or if outside the European Union based in countries that have comparable levels of protection.

When it is necessary to share your data outside of the European Union, we will ensure that there are appropriate safeguards in place.

## **Your rights as a Data Subject**

We thought it would be helpful to set out your rights under GDPR. You have the right to:

- withdraw consent where that is the legal basis of our processing;
- access your personal data that we process;
- rectify inaccuracies in personal data that we hold about you;
- be forgotten, that is your details to be removed from systems that we use to process your personal data;
- restrict the processing in certain ways;
- obtain a copy of your data in a commonly used electronic form; and
- object to certain processing of your personal data by us.

Please see <https://ico.org.uk/> for further information on the above rights. You may also contact the Data Protection Officer for further information.

You have a right to complain to the Information Commissioner's Office about the way in which we process your personal data. Please see <https://ico.org.uk/>.

## **Concerns and contact details**

If you have any concerns with regard to the way your personal data is being processed or have a query with regard to this Notice, please contact our Data Protection Officer, at [caseworker@hope.ac.uk](mailto:caseworker@hope.ac.uk).

Our general postal address is Liverpool Hope University, Hope Park, Liverpool, L16 9JD.

Our telephone number is +44 (0)151 2913478.

## **Are changes made to this document?**

This Notice was last updated in April 2025. It is reviewed when necessary and at least annually. Any changes will be published [here](#) and you will be notified via this webpage and/or by email.

## Appendix 1

### Overview of Reasons for Processing Personal Data (Apprentices)

Specific Purposes	Legal Basis
Management of enquiries with prospective apprentices and communication of information about our services, events and activities.	Consent to receive such communications.
Correspondence with offer holders regarding the next steps in the application and enrolment processes.	Necessary for the purpose of entering into a contract of study with apprentices.
Processing of applications for study and enrolment as an apprentice which can include the processing of criminal convictions data and DBS checks.	Necessary for the performance of a task in the public interest, namely the provision of higher education.
Administration of induction events, registration onto courses and transfers to new courses.	Necessary for the performance of a task in the public interest, namely the provision of higher education.
Evaluation of academic assessments and other course work.	Necessary for the performance of a task in the public interest, namely the provision of higher education.
The provision of University accommodation. This processing may include processing personal data you disclose regarding health condition or disabilities relevant to your accommodation.	Necessary for the performance of the University's contract with its apprentices or explicit consent to the extent that any special category personal data is obtained.
To offer and provide additional support services such as careers advice, counselling services, financial advice and access to sporting activities.	Access to these services are optional and thereby consent is relied upon for any processing necessary to deliver the services. The University will obtain explicit consent where special category data must be obtained to deliver the service.
Processing of safeguarding concerns to ensure the safety and wellbeing of our apprentices and the wider student body.	Legitimate purpose of ensuring the safety and wellbeing of our apprentices and students.

Monitoring apprentice attendance at lessons, the submission of assessment and engagement with course material available on Aptem and/or Moodle.	Legitimate purpose of ensuring our apprentices achieve academic success through full engagement with their studies.
To offer facilities and services central to your studies such as Library access and computing access.	Necessary for the performance of a task in the public interest, namely the provision of higher education.
Granting of academic awards (including the publication of awards, marks and inclusion in pass lists).	Necessary for the performance of a task in the public interest, namely the provision of higher education.
Processing and recovery of accommodation fees.	Necessary for the performance of the University's contract with apprentices.
Administration of job applications and employment contracts where the apprentice is employed by the University through Hope Works.	Necessary for the purposes of entering into an employment contract with apprentices.
To monitor our compliance with equalities legislation.	Legitimate purpose of seeking to widen access to higher education, encourage diversity amongst the student body, provide appropriate support and comply with the University's obligations under the Equality Act 2010.
Registration as a member of University alumni upon graduation. Your data as an alumni member will be processed in accordance with the University's alumni privacy notice.	Legitimate purpose of maintaining our relationship with graduates.
Monitoring of use of IT services in accordance with our Acceptable Use Policy.	Legitimate purpose of ensuring network security.
Administration of financial awards and prizes such as scholarships, bursaries and grants, including grants and scholarships provided by third parties.	Legitimate purpose of administering financial support for apprentices.
Administration of financial aid, such as hardship funding and loans.	Legitimate purpose of administering financial support for apprentices.

Administration of external and internal surveys, including collection of feedback on distinct services such as Library services, SDW and Careers services.	Consent from apprentices who complete the surveys.
Administration of complaints, investigations and disciplinary proceedings concerning misconduct, including investigations into academic misconduct in accordance with University procedures.	Necessary for performance of task in the public interest, namely higher education provision, (Investigating complaints concerning misconduct is necessary to maintain integrity of University's assessment process, our academic standards, our reputation and the welfare of our students, apprentices and staff).
Administration of academic appeals and other complaints brought against the University.	Necessary for performance of a task in the public interest, namely higher education provision (necessary to provide an avenue to raise appeals regarding academic assessments and any other grievances)
For research and statistical analysis into Learner Analytics.	Legitimate purpose of analysing student/apprentice data to help make informed decisions which can lead to improved student/apprentice satisfaction, retention and attainment.
Production of statistical returns required by certain third-party bodies e.g. the Higher Education Statistics Agency.	Necessary for performance of a task in the public interest, namely research and analysis into higher education access and performance.
Production of apprentice identification cards.	Legitimate purpose of registering apprentices.
Assessment and provision of support services to apprentices, including the provision of disability support services and study support services.	Legitimate purpose of providing appropriate support to apprentices based on their needs.
Administration of the University CCTV system in accordance with the University's <a href="#">CCTV Code of Practice</a>	Legitimate purpose of providing a safe University environment, facilitate prevention and detection of crime and assist with investigation into potential breaches of University regulations and policies.
Audio recording of lectures in accordance with our Lecture Capture Policy.	Legitimate purpose of providing online access to lecture content to deliver a modern learning experience for our apprentices.



<b>Personal Data Released to Third Parties For the Following Purposes</b>	
To professional and industrial bodies wishing to communicate with apprentices about career opportunities and membership of their body and also where relevant to confirm your qualifications and accredit your course.	Consent of apprentices is necessary for performance of a contract of study in circumstances where membership of professional body necessary condition of study.
To any third party wishing to access a catalogue within the University's library containing reference to apprentice work.	Legitimate purpose of providing open access to research and academic works where apprentices have consented to publication of their work or are required to publish under the terms of any funding or sponsorship agreement.
To employers funding student course/programme.	Legitimate purpose of ensuring payment of fees using employer Digital Account Service. Attendance, engagement and progress data will be shared. Consent of student required for any special category data e.g. Learning Support Plan.
To the Home Office and other international and national governmental and regulatory bodies in connection with the assessment of apprentices' immigration status.	Necessary for compliance with legal obligations or for the performance of public tasks in the immigration context.
To other institutions the University jointly conducts research work with or contracts to conduct research work on behalf of the University.	Necessary for scientific research or statistical purposes.
To the University's insurers in respect of accidents or incidents occurring with the institution and external auditors and external regulators such as the Health and Safety Executive.	<p>Legitimate purpose of managing our insurance claims or reporting such incidents to regulators and auditors.</p> <p>Disclosures of sensitive personal data in this context will be made where explicit consent has been obtained, disclosure is in the substantial public interest or where necessary for establishment, exercise or defence of legal claim.</p>
Disclosures to grant funding bodies to evidence allocation of grant funding payments, including payments of salaries and contact details of apprentices undertaking grant funded work (examples of grant funding organisations will include Erasmus+, the European Commission and International Embassies).	Legitimate purpose of administering grant funds in accordance with funder requirements

Disclosure to ESFA to administer apprentice funding and confirm enrolment on course and continued attendance monitoring.	Necessary for performance of a task in the public interest, namely the proper administration of Apprenticeship funding.
To local authorities for council tax assessment purposes or electoral purposes and for processing of care leaver bursaries.	Necessary for performance of task in the public interest, namely local authorities' functions of assessing council tax payments, supporting local authority care leavers and managing electoral services.
To IT providers delivering externally hosted IT services or products to the University such as Out of Hours IT Helpline and Ablntegro Careers Centre.	Legitimate purpose of providing apprentices with modern IT solutions and services to support their studies.
To external agencies offering plagiarism checking services such as Turnitin and other academic institutions to identify instances of collusion in relation to plagiarism misconduct.	Necessary for performance of a task in the public interest, namely provision of higher education services (necessary to maintain academic quality standards and integrity).