



## Emil Dale Information Handling Policy

### 1.0 Introduction

In this policy, EDA will be used to cover the full-time course students, anyone who has applied to a full-time course, and staff members who handle the below-discussed data.

#### 1.1 Purpose

This Information Handling Policy specifically relates to EDA's handling of its student's and applicants' data. It seeks to explain what software EDA uses to store your data, what data of yours is stored by EDA, and how this data is protected.

If you wish to read more information on your stored personal data at EDA, please read either the Emil Dale Academy Privacy and Information Security Policy, and/or the EDA Student Privacy Notice.

#### 1.2 Location of policy

This policy is available to access on EDA's website.

#### 1.3 To whom and where this policy applies

This policy applies to all students enrolled on an EDA full-time course, anyone who has applied to a full-time course at EDA, and EDA staff members who handle data.

#### 1.4 The context of this policy and its relationship to other policies

This policy should not be read in isolation as it links with many of EDA's other policies, including, but not limited to the:

- a. Information Security Policy
- b. Privacy and Information Security Policy
- c. Staff Code of Conduct
- d. Staff Disciplinary Policy
- e. Freelancer Code of Conduct

## 2.0 Policy

### 2.1 Data collected and purpose

EDA processes personal information taken from:

- a. your application,
- b. enrolment form,
- c. referees or other third parties supporting your application,
- d. information and documentation you provide in support of your application, and
- e. information collected or created during your time with us such as:
  - i. tuition notes and course progression,
  - ii. attendance record,
  - iii. your photograph,
  - iv. correspondence,
  - v. feedback and other comments,
  - vi. details of payments made and received or debts owed,
  - vii. complaints,
  - viii. enquiries, and
  - ix. information you are required to provide such as:
    - a. special requirements,
    - b. health or diversity information, and
    - c. marketing preferences.

EDA uses this information to:

- f. provide your course and support your studies and welfare,
- g. to verify your identity,
- h. maintain contact with you (by post, email and phone),
- i. offer additional related services and information,
- j. monitor and enforce the conditions of our agreement with you,
- k. to manage payments,
- l. for credit scoring and assessment,
- m. debt tracing,
- n. to manage your use of facilities (e.g. libraries) and participation at events,
- o. to support disciplinary, complaint, and quality assurance processes and arrangements,
- p. to fulfil our legal obligations,
- q. for internal and external auditing purposes, and
- r. to report on our activities and monitor diversity (this will be in an anonymised form).

We will also store the details of the emergency contacts you have provided in case we need to contact them.

## 2.2 Programmes and their storage

Your personal data will not be used for automated decision making or profiling without your consent.

Examples of the software EDA uses to store your data – and what data is stored within each programme – include:

Software/programme name	Who is affected	Data stored
Classbiz	<ul style="list-style-type: none"> <li>• Emil Dale Academy full-time students</li> <li>• Emil Dale Part Time students</li> <li>• Emergency contacts and/or Fee payers for every Emil Dale student</li> </ul>	<ul style="list-style-type: none"> <li>• Student name</li> <li>• Student date of birth</li> <li>• Student personal email address (if applicable)</li> <li>• Student personal phone number (if applicable)</li> <li>• Student sex assigned at birth</li> <li>• Emergency contact and/or Fee payer name</li> <li>• 2 x Emergency contact phone numbers (or 1 x Emergency contact and 1 x Fee payer)</li> <li>• Emergency contact and/or Fee payers email address</li> </ul>
Microsoft Teams	<ul style="list-style-type: none"> <li>• Emil Dale Academy full-time students</li> <li>• Emil Dale Academy staff and selected freelancers</li> </ul>	<ul style="list-style-type: none"> <li>• Student name</li> <li>• Student Emil Dale email address</li> <li>• Student picture (if student has uploaded it)</li> <li>• Student registers</li> <li>• Student reports</li> <li>• Student headshots</li> <li>• Meeting minutes</li> </ul>
Pacp.uk	<ul style="list-style-type: none"> <li>• Emil Dale Academy full-time students</li> </ul>	<ul style="list-style-type: none"> <li>• Student name</li> <li>• Student picture</li> <li>• Student pronouns</li> </ul>
Canva	<ul style="list-style-type: none"> <li>• Emil Dale Academy full-time students</li> </ul>	<ul style="list-style-type: none"> <li>• Student name</li> <li>• Student picture</li> </ul>
Social media platforms	<ul style="list-style-type: none"> <li>• Emil Dale Academy full-time students</li> <li>• Emil Dale Academy freelancers</li> <li>• Emil Dale Academy alumni</li> <li>• Emil Dale Academy staff</li> </ul>	<ul style="list-style-type: none"> <li>• Person's name</li> <li>• Identifiable pictures and/or videos</li> </ul>

### 2.2.1 Jotform

Jotform is an online platform which EDA use to store any data that is provided by an applicant and/or student through them completing any electronic form that has been sent to them by EDA.

The data that is stored in Jotform by completion of one – or various – of the EDA electronic forms include:

<b>Form name</b>	<b>Who is affected</b>	<b>Data stored</b>
Audition Application (face-to-face)	<ul style="list-style-type: none"> <li>Any person applying for a face-to-face audition at Emil Dale Academy</li> </ul>	<ul style="list-style-type: none"> <li>Applicant name</li> <li>Applicant email address</li> <li>Applicant phone number</li> <li>Applicant date of birth</li> <li>Applicant ethnicity</li> <li>Applicant pronouns</li> <li>Applicant access requirements (if applicable)</li> </ul>
Audition Application (virtual)	<ul style="list-style-type: none"> <li>Any person applying for a virtual audition at Emil Dale Academy</li> </ul>	<ul style="list-style-type: none"> <li>Applicant name</li> <li>Applicant email address</li> <li>Applicant phone number</li> <li>Applicant date of birth</li> <li>Applicant ethnicity</li> <li>Applicant pronouns</li> <li>Applicant access requirements (if applicable)</li> </ul>
Face-to-Face Audition Information Form	<ul style="list-style-type: none"> <li>Any person applying for a face-to-face audition at Emil Dale Academy (after filling out Audition Application [face-to-face] on EDA website)</li> </ul>	<ul style="list-style-type: none"> <li>Applicant name</li> <li>Applicant date of birth</li> <li>Applicant nationality</li> <li>Applicant first language</li> <li>Applicant gender</li> <li>Applicant pronouns</li> <li>Applicant photo</li> <li>Applicant physical disability and physical health conditions (if applicable)</li> <li>Applicant mental wellbeing conditions (if applicable)</li> <li>Applicant neurodiverse identification (if applicable)</li> <li>Applicant medical information (if applicable)</li> <li>Applicant correspondence address</li> <li>Applicant phone number</li> <li>Applicant email address</li> <li>Emergency contact name</li> <li>Emergency contact relationship to applicant</li> <li>Emergency contact number</li> <li>Emergency contact email address</li> <li>Fee payer email address</li> </ul>

		<ul style="list-style-type: none"> <li>• Applicant previous academic credentials</li> <li>• Applicant identification copy</li> <li>• Applicant signature</li> </ul>
Accepting Your Offer (Two-Year Course)	<ul style="list-style-type: none"> <li>• Any successful two-year course applicant who is accepting their place at Emil Dale Academy</li> </ul>	<ul style="list-style-type: none"> <li>• Student name</li> <li>• Student signature</li> <li>• Parent/guardian name</li> <li>• Parent/guardian signature</li> <li>• Student personal email</li> <li>• Student passport copy</li> <li>• Student proof of residency copy</li> <li>• Student photo</li> </ul>
Accepting Your Offer (Three-Year Course)	<ul style="list-style-type: none"> <li>• Any successful three-year course applicant who is accepting their place at Emil Dale Academy</li> </ul>	<ul style="list-style-type: none"> <li>• Student name</li> <li>• Student signature</li> <li>• Parent/guardian name</li> <li>• Parent/guardian signature</li> <li>• Student personal email</li> <li>• Student photo</li> </ul>
Accepting Your Offer (One-Year Course)	<ul style="list-style-type: none"> <li>• Any successful one-year course applicant who is accepting their place at Emil Dale Academy</li> </ul>	<ul style="list-style-type: none"> <li>• Student name</li> <li>• Student signature</li> <li>• Parent/guardian name</li> <li>• Parent/guardian signature</li> <li>• Student personal email</li> <li>• Student photo</li> </ul>
Direct Undergraduate Partner Application Form	<ul style="list-style-type: none"> <li>• Any successful three-year course applicant who is accepting their place at Emil Dale Academy</li> </ul>	<ul style="list-style-type: none"> <li>• Student name</li> <li>• Student gender</li> <li>• Student date of birth</li> <li>• Student correspondence address</li> <li>• Student contact number</li> <li>• Student email</li> <li>• Student nationality and country of residence</li> <li>• Student fee payment information</li> <li>• Student ethnic origin</li> <li>• Student passport copy</li> <li>• Student residential category</li> <li>• Student previous academic credentials</li> </ul>
Scholarship Application Form	<ul style="list-style-type: none"> <li>• Any successful EDA course applicant who wishes to apply for a scholarship towards their EDA fees</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant name</li> <li>• Applicant date of birth</li> <li>• Applicant correspondence address</li> <li>• Application contact number</li> <li>• Applicant email</li> <li>• Applicant's relevant EDA course</li> <li>• Parent/legal guardian name</li> <li>• Parent/legal guardian contact number</li> </ul>

		<ul style="list-style-type: none"> <li>• Parent/legal guardian(s) email</li> <li>• Parent/legal guardian(s) correspondence address</li> <li>• Parent/legal guardian(s) employment status</li> <li>• Parent/legal guardian(s) employer name</li> <li>• Parent/legal guardian(s) employer address</li> <li>• Parent/legal guardian(s) employer contact number</li> <li>• Parent/legal guardian(s) financial information (various) in support of application</li> <li>• Parents/legal guardian(s) signature</li> </ul>
Welcome Pack (Two-Year Course)	<ul style="list-style-type: none"> <li>• Any soon-to-be student who is set to join the next intake of two-year course students at Emil Dale Academy</li> </ul>	<ul style="list-style-type: none"> <li>• Student name</li> <li>• Student date of birth</li> <li>• Student term time address</li> <li>• Student medication and allergies (if applicable)</li> <li>• Student name and address of medical practice</li> <li>• Primary contact for fee communications</li> <li>• Student car number plate (if applicable)</li> <li>• 1<sup>st</sup> emergency contact name</li> <li>• 1<sup>st</sup> emergency contact email address</li> <li>• 1<sup>st</sup> emergency contact phone number</li> <li>• 2<sup>nd</sup> emergency contact name</li> <li>• 2<sup>nd</sup> emergency contact email address</li> <li>• 2<sup>nd</sup> emergency contact phone number</li> <li>• Student signature</li> <li>• 1<sup>st</sup> and 2<sup>nd</sup> emergency contact signature</li> </ul>
Welcome Pack (Three-Year Course)	<ul style="list-style-type: none"> <li>• Any soon-to-be student who is set to join the next intake of three-year course students at Emil Dale Academy</li> </ul>	<ul style="list-style-type: none"> <li>• Student name</li> <li>• Student date of birth</li> <li>• Student term time address</li> <li>• Student medication and allergies (if applicable)</li> <li>• Student name and address of medical practice</li> <li>• Primary contact for fee communications</li> </ul>

		<ul style="list-style-type: none"> <li>• Student car number plate (if applicable)</li> <li>• 1<sup>st</sup> emergency contact name</li> <li>• 1<sup>st</sup> emergency contact email address</li> <li>• 1<sup>st</sup> emergency contact phone number</li> <li>• 2<sup>nd</sup> emergency contact name</li> <li>• 2<sup>nd</sup> emergency contact email address</li> <li>• 2<sup>nd</sup> emergency contact phone number</li> <li>• Student signature</li> <li>• 1<sup>st</sup> and 2<sup>nd</sup> emergency contact signature</li> </ul>
Welcome Pack (One-Year Course)	<ul style="list-style-type: none"> <li>• Any soon-to-be student who is set to join the next intake of one-year course students at Emil Dale Academy</li> </ul>	<ul style="list-style-type: none"> <li>• Student name</li> <li>• Student date of birth</li> <li>• Student term time address</li> <li>• Student medication and allergies (if applicable)</li> <li>• Student name and address of medical practice</li> <li>• Primary contact for fee communications</li> <li>• Student car number plate (if applicable)</li> <li>• 1<sup>st</sup> emergency contact name</li> <li>• 1<sup>st</sup> emergency contact email address</li> <li>• 1<sup>st</sup> emergency contact phone number</li> <li>• 2<sup>nd</sup> emergency contact name</li> <li>• 2<sup>nd</sup> emergency contact email address</li> <li>• 2<sup>nd</sup> emergency contact phone number</li> <li>• Student signature</li> <li>• 1<sup>st</sup> and 2<sup>nd</sup> emergency contact signature</li> </ul>
Open Day Application Form	<ul style="list-style-type: none"> <li>• Any prospective student who wishes to apply for an Open Day at Emil Dale Academy</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant name</li> <li>• Applicant email address</li> <li>• Applicant phone number</li> <li>• Applicant date of birth</li> <li>• Applicant access requirements (if applicable)</li> </ul>
Outreach Application Forms	<ul style="list-style-type: none"> <li>• Any person who applies to take part in one of Emil Dale Academy's free Outreach Workshops</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant name</li> <li>• Applicant date of birth</li> <li>• Applicant pronouns</li> <li>• Applicant email address</li> <li>• Applicant phone number</li> </ul>

		<ul style="list-style-type: none"> <li>• Applicant correspondence address</li> <li>• Applicant access requirements (if applicable)</li> <li>• Applicant health conditions (if applicable)</li> <li>• Emergency contact name</li> <li>• Emergency contact relationship to applicant</li> <li>• Emergency contact phone number</li> <li>• Emergency contact email address</li> </ul>
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## 2.3 Customer Safety

EDA take the handling of all data extremely seriously. The following processes are in place to ensure that data EDA hold is as secure as possible:

### 2.3.1 Individual Logins

All staff have individual log-in details to access their computer. Staff must log out of their computer if they leave their computer unattended for any time and must fully log out and shut down the computer when their shift for the day finishes. These computer log-in details automatically sync up with the staff member's access to Microsoft Teams, and the relevant Teams they are privy to.

All EDA staff also have individual log-in details to access Classbiz. This creates a "second layer" of defence to ensure that data stored on Classbiz has two levels of password protection. Staff are encouraged to use different passwords for their individual log-in and Classbiz log in details.

If, at any point, a staff member feels that their accounts have been accessed and used by a person other than themselves, they are required to change their log in passwords with immediate effect and contact their Line Manager explaining what has happened and what has led them to believe that their profile has been accessed. Freelancers who have an EDA online profile are encouraged to do the same by speaking with the relevant Head of Department. Whilst freelancers only have the ability to log in to EDA teams and their set-up EDA email, there will still be some confidential information on these platforms that should not be seen by others.

### 2.3.2 Shared Logins

It is worth noting that no person will have access to any shared log-in details unless they have logged into their individual EDA staff profile.

All necessary EDA staff have access to the log in details for Jotform. Jotform is also additionally password protected. Staff are aware of the severity of sharing such log in details with any person outside of the company without permission. The unlawful sharing of such



information is considered a breach of policy and would be formally investigated by EDA Senior Management in line with the Staff Code of Conduct and Staff Disciplinary Policy.

If, at any point, a staff member feels that these accounts have been accessed and used by a person outside of the company, they are required to change the log in passwords with immediate effect and contact their Line Manager explaining what has happened and what has led them to believe that these profiles have been accessed. The Line Manager will investigate this situation and will redistribute the new password to their team members when it is deemed safe to do so. Freelancers who have an EDA email and teams account are encouraged to do the same by speaking with the relevant Head of Department. Whilst freelancers do not have access to the same level of IT programmes as staff, there will still be some confidential information on emails, Teams etc that should not be seen by others.

#### **Document Review**

<b>Version Number</b>	<b>Date of Issue</b>	<b>Review Date</b>	<b>Author</b>	<b>Changes Made/ detail</b>
01	30 <sup>th</sup> May 2022	May 2023	Eden Tinsey	First issue
02	22 <sup>nd</sup> July 2022	July 2023	Eden Tinsey	Annual policy review
03	14 <sup>th</sup> August 2023	July 2024	Eden Tinsey	Annual policy review