

# MOUNTVIEW

## Higher Education Students Privacy Notice

Mountview is committed to protecting your privacy, and this notice explains how we use information about you and how we protect your privacy.

There is a contractual relationship in place between you and Mountview for the provision of your course as set out in the General Regulations for Students which you agreed to when formally accepting your offer of a place on a course of higher education with us. As set out in the General Regulations for Students, you are responsible for abiding regulations, policies and procedures of Mountview and the University of East Anglia (the validating university) which are applicable to your studies at Mountview.

This specific privacy policy covers activities related to Higher Education study at Mountview and is a part of Mountview's overarching privacy policy found on the website [here](#).

### Who we are

Mountview is a legally autonomous Higher Education institution which is accountable to the Office for Students ('OfS') and is also accountable to the Office of the Independent Adjudicator for Higher Education ('OIAHE'). If you are in receipt of UK Government funding, Mountview is also accountable to funding agencies such as the Student Loans Company ('SLC') in connection with your studies. We process your data in connection with these accountabilities and some other activities as set out in this Data Processing Statement.

Our registered charity number in England and Wales is 274166 and we are also registered as a company in England and Wales under registration number 01019858.

Mountview is registered as a Data Controller with the Information Commissioners Office ('ICO'). The School's Registration Number is Z493857X

If you have questions, comments, or concerns about how your data is used by Mountview, you can put them in writing to:

Mountview  
120 Peckham Hill Street, London SE15 5JT  
by e-mail at: [enquiries@mountview.org.uk](mailto:enquiries@mountview.org.uk)

or by phone on: 020 8881 2201

If you think there is a problem with the way Mountview is handling your data, you have the right to complain to the Information Commissioner's Office: <https://ico.org.uk/>

## Information we collect about you

We obtain or receive personal data about you from the following sources:

- When you provide your details for open day activities or to request further information from us, make an application or register as a student;
- Third party sources (such as other institutions involved in the delivery of joint programmes, Government Departments such as the Home Office or the Student Loans Company, or other individuals such as schools and colleges). 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;
- From you when you disclose personal data during the course of your studies or when accessing our services or resources (e.g. careers advice, counselling, financial support).

As a higher education student of Mountview, it is your responsibility to ensure that you provide Mountview with accurate and up-to-date information about yourself when you apply and when you enrol. You must also immediately inform Mountview in writing of any subsequent changes to your details, such as changes to your name or address.

Mountview collects and processes a broad range of personal data about you in order to deliver our services to you as a student, manage our operations effectively and meet certain legal requirements. Examples of this personal data will include your name, student ID number, application information, attendance, assessment marks, address for correspondence, telephone number, email address, and date of birth.

### Special Category Data

Personal Data may also contain 'Special Category Data', which means any personal data about your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life, sexual orientation, or your genetic and biometric data. We collect this data for the following purposes:

- your race, ethnicity, religious or philosophical beliefs and sexual orientation for the purpose of our diversity and equal opportunities records (on the basis that it is needed for reasons of substantial public interest, for equal opportunities monitoring);
- information about your medical history or requirements if a reasonable adjustment is needed in order to ensure we are able to offer you a fair and equitable assessment (either on the basis of your explicit consent or in compliance with our legal obligation to make reasonable adjustments for your circumstances).

Personal Data may in addition contain 'criminal offence data' which means information about any criminal offence or alleged criminal offence by you; any proceedings for any offence committed or alleged to have been committed by you; the disposal of such proceedings or the sentence of any court in such proceedings.

When you register with us, you have the option not to provide certain types of 'Special Category data'.

## **Types of personal data that may be processed by us**

- a) Electronic and hard copy documentary student records (including registration records and application forms; documents generated by academic/casework activities etc.)
- b) Statistical data
- c) Audio, visual and audio-visual recordings (e.g. of classes, seminars, lectures, performances, assessments, and other learning activities)
- d) Photographic images; showreels
- e) Work produced by students in the course of their studies, including practical, audio-visual, recorded and/or written work.

## **What we do with your information**

Mountview may process your data for the following purposes:

- Enquiries
- Admissions
- Registration
- Fees & finance
- Academic activity
- Academic administration
- Student support
- Safety & security
- Statistics & analysis
- Student casework
- Graduate outcomes
- Student employment
- Alumni relations
- Legal compliance
- Marketing

This is a non-exhaustive list.

## **What happens after finishing/graduation?**

Some types of personal data are retained long after your studies have ended, for example so that we can verify your award if you apply for a job or further study. Other types of data, particularly if sensitive, may only be retained for a short time.

## **Graduate alumni of Mountview**

Mountview will undertake various activities in which we may request data from graduates (also known as 'graduate alumni'). Such activities may include surveys or questionnaires designed to enable Mountview to understand the types of career paths and employment that graduate alumni have followed; other activities may, for example, involve exploring the creative work produced by alumni at various times following graduation, and the contexts in which this is produced. Mountview may therefore contact graduate alumni to request such information. Mountview may also contact graduate alumni to publicise events or other activities.

Where graduates of Mountview share data/information with Mountview regarding events they have organised, Mountview may share such data/information with current students and

staff, as well as on public fora (e.g. social media).

If you are a graduate of Mountview and do not wish to be contacted by Mountview in this respect, please notify us in writing by emailing your express request to [enquiries@mountview.org.uk](mailto:enquiries@mountview.org.uk).

## **Who we might share your information with**

There are certain circumstances under which we may disclose your personal information to third parties. These are as follows:

- To any subsidiary companies of Mountview when it is necessary for them to be able to provide you with products or services that you've requested.
- To our own service providers who process data on our behalf and on our instructions (for example our ticketing system software provider). In these cases, we require that these third parties comply strictly with our instructions and with data protection laws, for example around security of personal data.
- To the University of East Anglia as our validating university.
- To Jisc (formerly HESA – the Higher Education Statistical Agency), as part of our statutory obligations as a Higher Education Provider.
  - [Jisc information for Mountview Higher Education students](#)
  - [Jisc information for Mountview graduates](#)
- Where we are under a duty to disclose your personal information in order to comply with any legal obligation (for example to government bodies and law enforcement agencies).

## **How we keep your data secure**

Mountview will only use your data fairly and lawfully in accordance with its obligations under the General Data Protection Regulations ('GDPR'). The GDPR requires Mountview to keep your data secure. This means that your confidentiality will be respected, and all appropriate measures will be taken to prevent unauthorised disclosure. Only members of staff who need access to relevant parts or all of your data will be authorised to do so. Information about you in electronic form will be subject to security restrictions, while paper files will be stored in secure areas with controlled access.

## **How can I access information about me, and correction of information**

You have the right to:

- Access your personal data that we process;
- To rectify inaccuracies in personal data that we hold about you;
- To be forgotten, that is your details to be removed from systems that we use to process your personal data\*;
- To restrict the processing of your personal data in certain ways;
- To obtain a copy of your personal data in a commonly used electronic form (data portability);
- To object to certain processing of your personal data by us;

- To request that we stop sending you direct marketing communications;
- To request human intervention where automated decisions (including profiling) have legal or similarly significant effects.

*\* Please note that, although a request for personal data to be deleted can be made at any time, if the legal basis for processing the data is 'performance of a contract' or 'legal obligation', and processing is fully lawful, the request must be refused.*

Please see Mountview's main Privacy Policy for more detail on how to make a Subject Access Request.

If you wish to exercise any of the above rights please contact Mountview's Data Protection Officer via: [enquiries@mountview.org.uk](mailto:enquiries@mountview.org.uk)

Different types of data will have different retention periods. These retention periods are outlined in our [Data Retention Policy](#).

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**Date reviewed:** September 2025

**Date of next review:** September 2026

**Owner:** Chief Operating Officer