



Student Data Privacy Notice 2026

This privacy notice applies to current students and applicants who have accepted offers from Matrix College

A summary of what this notice explains:

Matrix College is committed to protecting the privacy and security of personal data.

This notice explains what personal data Matrix College holds about you, how we use it internally, how we share it, how long we keep it and what your legal rights are in relation to it.

For the parts of your personal data that you supply to us, this notice also explains the basis on which you are required or requested to provide the information. For the parts of your personal data that we generate about you, or that we receive from others, it explains the source of the data.

There are some instances where we process your personal data on the basis of your consent. This notice sets out the categories and purposes of data where your consent is needed.

Matrix College has also published separate notices, which are applicable to other groups and activities. Those notices may also apply to you, depending on your circumstances, and it is important that you read this privacy notice together with other applicable privacy notices, available at www.matrix.ac.uk/compliance especially: Applications & Prospective Students Privacy Notice.

What is your personal data and how does the law regulate our use of it?

“Personal data” is information relating to you as a living, identifiable individual. We refer to this as “your data”. It can include information such as your name, contact details, education, history and other information about you that we may process.

“Processing” your data includes various operations that may be carried out on your data, including collecting, recording, organising, using, disclosing, storing and deleting it.

Data protection law requires us:

- To process your data in a lawful, fair and transparent way;
- To only collect your data for valid purposes that we have told you about;
- To only collect data that is relevant, and limited to the purpose(s) we have told you about;
- To ensure that your data is accurate and up to date;
- To ensure that your data is only kept as long as necessary for the purpose(s) we have told you about;
- To ensure that appropriate security measures are used to protect your data.

Data that you provide to us and the possible consequences of you not providing it

The College will collect, store and use the following categories of information about you as a student. Examples of this information

- Name, address(es), telephone number(s), email addresses(es);
- Your country of birth, nationality and date of entry to the UK.
- Date of birth and gender

- Passport details;
- Any disability/access requirements or medical issues;
- Any information you provide to access specialist support / services at the College;
- Your course details, attendance records and academic records;
- School records and qualifications;
- Communications relating to decisions we make;
- Details of payments including bank details and/or payment card details;
- Visual images / photographs (including CCTV);
- Computing and email information including login details, network access and library usage;
- Records of your use of academic and non-academic facilities and services provided by the College;
- Details of your engagement when using online learning or communications systems such as Zoom or Microsoft Teams, your name, user name, email address, your computer's IP address may be collected;
- Other interactions with the College and general correspondence and administration;
- Other data that is necessary to the operation of the Matrix College/student contract or to the functioning of Matrix College including:
 - Any data about you contained in your assessed work, our assessments of your work, your tutorial forms, your attendance and details of any qualifications you are awarded;
 - details of any disciplinary complaints or decisions about you;
- Data you and others sent us when you applied to us. This includes any previous academic or employment record and the personal statement in your application form which we use to assess your application;
- Details of any relevant criminal convictions, allegations or charges that we ask you to declare to us either when you apply to us, or whilst you are a student, or which are reported to us, and of any Disclosure and Barring Service checks that we request;
- Information that you provide to us about any disabilities or health conditions you have, and about your age, ethnicity, gender, religion and belief, and/or sexual orientation (including but not limited to information provided to us as part of the equality monitoring that we undertake pursuant to our legal obligations under the Equality Act 2010);
- Data about you that we have to collect by law (for example where UK immigration law requires us to record information about you, or to report it to the immigration authorities);
- Data that we voluntarily provide about you, either whilst you are a student or after you graduate, for example if you ask us for a reference.

The provision of most data that you provide to us is a contractual requirement. If you do not provide us with information that you are contractually obliged to provide, the consequences will depend on the particular circumstances. In some cases, we may not be able to provide you with certain services; in other cases, this could result in disciplinary action or the termination of your contract.

Other sources of your data

Apart from the data that you provide to us, we may also process data about you from a range of sources. These include:

- Data that we and our staff generate about you, such as during tutorials and in connection with your attendance and learning at Matrix College;
- Data held by Middlesex University as external validator of your programme, which operates a number of systems that we have access to, including access your results and degree ceremony bookings,
- Your school or previous educational establishments or employers if they provide references to us;
- The UKCP in order to process membership applications;
- Fellow students, family members, friends, visitors to the College and other contacts who may provide us with information about you if and when they contact us, or vice versa.

The lawful basis on which we process your data

The law requires that we provide you with information about the lawful basis on which we process your personal data, and for what purposes.

Most commonly, we will process your data on the following lawful grounds:

- Where it is necessary to perform the contract, we have entered into with you;
- Where it is necessary to comply with a legal obligation;
- Where it is necessary for our legitimate interests (or those of a third party, including Middlesex University as validating institution of the College's programmes) and your interests and fundamental rights do not override those legitimate interests.

We may also use your data, typically in an emergency, where this is necessary to protect your vital interests, or someone else's vital interests, or where it is needed in the public interest for official purposes. In a small number of cases where other lawful bases do not apply, we will process your data on the basis of your consent.

How we apply further protection in the case of "Special Categories" of personal data

"Special categories" of particularly sensitive personal data require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal data.

The Special Categories of personal data consist of data revealing:

- racial or ethnic origin;
- political opinions;
- religious or philosophical beliefs.

They also consist of the processing of:

- genetic data;
- biometric data for the purpose of uniquely identifying someone;
- data concerning health;
- data concerning someone's sexual orientation.

We process special categories of personal data with your explicit consent, or in the following circumstances:

- Where it is necessary in the substantial public interest, and further conditions are met (including but not limited to assessing your suitability to work with vulnerable people and your fitness for entry into the counselling profession);
- To offer you relevant support or reasonable adjustments in the case of information about your health;
- For archiving or statistical purposes, subject to further safeguards for your fundamental rights and interests specified in law;
- For the establishment, exercise or defence of legal claims;
- To protect your or another person's vital interests and you are not capable of providing consent;

We have in place an appropriate policy document and other safeguards which we are required by law to maintain when processing such data.

Criminal convictions and allegations of criminal activity

Further legal controls apply to data relating to criminal convictions and allegations of criminal activity.

We may hold and process data about criminal offences or convictions on the same grounds as those identified for “special categories” referred to above. We will use this information to consider your ongoing suitability to undertake your course of study at the College.

Details of Our Processing Activities

The information below includes information about how we process various categories of data if you are a student:

- To perform our contract with you;
- To comply with our statutory obligations and legal responsibilities.
- To comply with our wider regulatory requirements.
- To compile statistics and research to further the College’s business.

How We Share Your Data

Within the College, your data is shared only with those College staff who need to access it.

We will not sell your data to third parties. We will only share it with third parties as it is necessary for the purposes set out above and if we are allowed or required to do so by law. This includes for example:

- Relevant Government Departments, executive agencies or non-departmental public bodies (for example, where we are required to report information about students that are subject to visa controls to UK Visas and Immigration);
- Relevant higher education bodies (for example, the Office for Students and the Higher Education Statistics Agency or its successor body) in order to comply with regulatory obligations;
- Middlesex University, in order to facilitate its validation and conferral of awards on programmes of study;
- Jisc (registered in England with company number: 05747339 and charity number: 1149740), trading as Higher Education Statistics Agency (HESA) to produce a variety of statistical reports about higher education that are required to be published in the public interest, for which a separate data collection notice can be found at <https://www.hesa.ac.uk/about/regulation/data-protection/notices#student>
- The Office Of The Independent Adjudicator to review student complaints;
- Debt collection agencies in the event of non-payment of sums due;
- Any relevant professional or statutory regulatory bodies (for example, UKCP and BACP);
- Occasionally and where necessary, the police and other law enforcement agencies for the prevention or detection of crime;
- Occasionally and where necessary, internal and external auditors or regulators.
- The Student Loans Company in connection with grants, fees, loans and bursaries;
- Employers / Placement Providers who request a reference.
- Disclosing information if there are concerns regarding student vulnerability and susceptibility to radicalisation as part of our responsibilities under the Counter Terrorism and Security Act 2015.

It also includes disclosures where the third party is an agent or service provider appointed by the College to enable us to operate effectively, provided we are satisfied that appropriate safeguards have been put in place to ensure adequate levels of security for your data. All our third party service providers are required to take appropriate security measures to protect your personal information in line with their legal requirements and are only permitted to process your personal data for specific purposes in accordance with our instructions. We do not allow our third party providers to use your personal data for their own purposes.

Automated decision-making

We do not envisage that any decisions will be taken about you based solely on automated means, however we will notify you in writing if this position changes.

Sharing your data outside the UK

The law provides various further safeguards where data is transferred outside of the UK.

In some cases, we may need to disclose or transfer your personal information to third parties in areas outside of the UK. The areas in which these recipients are located will vary from time to time.

We may transfer your data outside the UK, but only for the purposes referred to in this notice and provided either:

- The level of protection of personal data in the recipient country is adequate; or
- Appropriate safeguards are in place to ensure that your data is treated in accordance with UK data protection law, for example through the use of standard contractual clauses; or
- There is an applicable derogation in law which permits the transfer in the absence of an adequacy decision or an appropriate safeguard.

When you are resident outside the UK in a country where there is no “adequacy decision”, and an alternative safeguard is not available, we may still transfer data to you which is necessary for performance of your contract with us, or to take pre-contractual measures at your request.

How long we keep your data

For successful applicants who enrol as Matrix students, we will retain your personal data collected for 10 years after the start of the academic year in which you are admitted to the College. We retain your data for this period so we can respond to any queries you or a third party may have about your studentship, including qualifications, to prepare references, to respond to any concern or complaint. We may be required by law to keep some data for longer e.g. to comply with external regulatory or Governmental requirements.

After the periods specified above, we will securely destroy your personal data.

Please note that we may keep anonymised statistical data indefinitely, but you cannot be identified from such data.

Your Legal Rights Over Your Data

Subject to certain conditions set out in UK data protection law, you have:

- The right to request access to a copy of your data, as well as to be informed of various information about how your data is being used;
- The right to have any inaccuracies in your data corrected, which may include the right to have any incomplete data completed;
- The right to have your personal data erased in certain circumstances;
- The right to have the processing of your data suspended in certain circumstances, for example if you want us to establish the accuracy of the data we are processing.
- The right to receive a copy of data you have provided to us, and have that transmitted to another data controller (for example, another University or College).
- The right to object to any direct marketing (for example, email marketing or phone calls) by us, and to require us to stop such marketing.
- The right to object to the processing of your information if we are relying on a “legitimate interest” for the processing or where the processing is necessary for the performance of a task carried out in the public interest.

- The right to object to any automated decision-making about you which produces legal effects or otherwise significantly affects you.
- Where the lawful basis for processing your data is consent, you have the right to withdraw your consent at any time. When you tell us you wish to exercise your right, we will stop further processing of such data. This will not affect the validity of any lawful processing of your data up until the time when you withdrew your consent. You may withdraw your consent by contacting the College's Administrator, using the contact details above.

In June 2025 the Data Use and Access Act (DUAA) came into law. It amends several areas of UK Data Protection legislation including:

General Data Protection Regulation (GDPR)

Data Protection Act 2018 (DPA)

The Privacy & Electronic Communications Regulations (PECR).

The main points to be noted from this latest legislation is as follows; -

1) With regards to penalties under GDPR the maximum fines are £17.5 million, or 4% of worldwide annual turnover. Under the DUAA, this will now also apply to the PECR, increasing from £500,000.

2) The DUAA revises cookie regulations. Under the DUAA, there is no longer any prohibition as long as; -

They are used to collect statistical data solely with a view to improve the performance or service provided by a website. It should be noted however companies need a cookie banner with an easy opt-out

The individual is given clear information and consent has been given.

They are necessary and solely for carrying out transmission over a communication network

They are strictly necessary to provide online services and solely to adapt the services appearance or functionality in accordance with an individual's preference.

They are used solely to work out location if an individual requests emergency assistance.

3) The next point is regarding handling Data Access Requests (DSARs) and other individual Rights Requests.

The DUAA brings in the following changes: -

Time limits for responding to requests no longer runs from when you receive the request, it now runs from **the latest of**; -

When the controller receives the request

When the controller receives information to verify the requester's identity

When a fee is charged (if permissible and applicable) is paid.

This will give the Information Commissioner's Office (ICO) greater powers of investigation.

4) The DUA creates a right for data subjects to make a complaint directly to the data controllers in relation to infringements of data protection law. This legislation will exist alongside the existing ability to submit complaints directly to the ICO.

If a data subject wishes to submit a complaint to the College, if they believe the use of their personal information has been infringed, they can do this via an electronic form, which can be found on our website or as per the contact details contained in this document.

The College is required to acknowledge the complaint within 30 days and respond without undue delay.

You have the right to complain to the UK’s supervisory office for data protection, the Information Commissioner’s Office if you believe that your data has been processed unlawfully.

Further guidance on your rights is available from the Information Commissioner’s Office (<https://ico.org.uk/>). You may also wish to contact the College’s Administrator (see contact details below) if you are considering how or whether to exercise your rights.

Future changes to this privacy notice, and previous versions

We may need to update this notice from time to time, for example if the law or regulatory requirements change, if technology changes, if Middlesex University makes changes to its procedures, or to make Matrix College’s operations and procedures more efficient. We will notify students of any material changes using the College’s VLE (Virtual Learning Environment) system, Moodle.

Matrix College’s Contact Details

If you need to contact us about your data, please contact:

The Administrator

Matrix College
6 Griffin Court
Wymondham
Norfolk
NR18 0GU
admin@matrix.ac.uk

Document name	Student Data Privacy Notice.		
Owner	Principal	Review Lead	Quality Manager
Approving Committee	Ops Team		
Last review	May 2026	Next review	May 2027
Amendments since last review	Detail of Revision	Date of Revision	Revision approved by
	Updated with the effects of The UK Data Use and Access Act (DUAA) 2025.	March 2026	Ops Team