

Waltham Forest Adult Learning Service Privacy Notice

Waltham Forest Adult Learning Service (WFALS) is funded by the Education and Skills Funding Agency (ESFA) and the Department for Education (DfE). When you enrol on one of our courses, you agree to share your details with these agencies. Enrolment on our courses is not possible unless you agree to this data sharing.

This privacy notice provides information on how WFALS uses your personal information to deliver high-quality adult education courses. WFALS is funded by the ESFA on behalf of the DfE. The ESFA contractually defines the data required for services, which is shared with the ESFA. For more details on their privacy policies, please refer to the relevant sections below.

By "use," we refer to various ways your personal information may be processed, including storing and sharing it.

How we use your personal data

We use your personal information primarily to manage WFALS services, including:

- Enrolling learners onto courses
- Communicating service information and changes (e.g. cancellations or change of venue)
- Providing additional learner support (financial or in-classroom)
- Compiling and processing Learner Agreements
- Obtaining funding from the ESFA or DfE
- Awarding certificates through respective awarding bodies
- Assessing the quality of services and improving our policies and procedures.

Additionally, **WFALS** uses the **EBS Tribal** system as our Customer Relationship Management (CRM) platform to collect and manage learner information. For our online learning environment, we use **Moodle** to deliver course materials and interact with learners.

What personal data we collect and use

We collect and use your:

- Personal information (such as name, date of birth, contact details)
- Financial information for course payments or to claim concessions (if applicable)
- Attendance information (sessions attended, absences, reasons for withdrawal)
- Curriculum assessment results
- Destination and progression data (e.g. employment or education details)
- Evidence of income (for fully funded provision)
- Education or employment history
- Prior qualifications and attainments.

We also collect "special category data," including:

- Racial or ethnic origin
- Health data (physical and learning disabilities, mental health, transport needs).

Data sharing and legal grounds

We may share your information with:

- The ESFA, DfE, and other government bodies
- Ofsted
- Awarding bodies
- The Learner Record Service.

We process special category data under GDPR article 9(2)(g) for reasons of substantial public interest, particularly for ensuring equality of opportunity and safeguarding individuals at risk.

Your personal information may also be shared with third parties contracted by WFALS to provide services. WFALS stores data securely within the **EBS Tribal** system for learner information management, and on **Moodle** for online course delivery. We ensure that any shared information is kept to the minimum necessary and is only shared with those who need it.

Data retention

We retain your data in line with ESFA guidance, which currently requires storage for six financial years after your last engagement with us, provided no outstanding financial debt remains.

Education and Skills Funding Agency (ESFA) Privacy Notice

The ESFA is responsible for ensuring that public funds are used properly for education. The ESFA privacy notice outlines how your personal data is used in the Individualised Learner Record (ILR), which collects information about learners and their progress.

Your personal information is used to:

- Ensure that government funding is used in line with public policy
- Produce research and evaluation for improving education services.

The ESFA may share learner data with relevant government agencies, training providers, and awarding bodies. Your ILR learner data is retained for 20 years for operational purposes and can be used for long-term research until you reach the age of 80.

For more details, please see the [ESFA Privacy Notice](#).

Learner Record Service (LRS) Privacy Notice

The **Learner Records Service (LRS)** issues Unique Learner Numbers (ULN) and creates Personal Learning Records (PLR). This helps education providers, awarding bodies, and other organisations access learners' educational records.

The LRS processes your personal data, which includes:

- Personal contact details
- Information about your courses and qualifications
- Data from schools, colleges, and training providers.

The PLR is retained until a learner turns 80 years old and has not been engaged with learning providers for seven years.

For further details, please refer to the [LRS Privacy Notice](#).

Department for Education (DfE) Privacy Notice

The DfE collects and processes your personal information for statutory responsibilities, research, and evaluation purposes. Your personal data is used to fulfil legal obligations and to ensure government education policies are implemented effectively.

The DfE may share personal information with:

- The ESFA
- Government agencies
- Research organisations.

For full details on how your personal data is used, please refer to the [DfE Privacy Notice](#).

How DfE: Multiply (non-substantive activities) use your data

This privacy notice explains how the DfE uses personal information as part of Multiply. This includes information you give to us, or information that we may collect about you.

Multiply is a government-funded programme to help adults improve their numeracy skills.

Using your data to contact you for research

DfE undertakes research to learn how you interact with our services and to support our operational development and delivery. We do this research to make improvements to the services we offer to you. We will always seek your permission to take part in any research.

Non-substantive activity is a provision targeted at those in the local area who would benefit from Multiply funded learning. This is likely to be a more informal and innovative activity and not typically classroom-based.

Why we collect your personal data

When we collect and use this information, we need to follow the law. The main laws are the Data Protection Act (DPA) and the UK GDPR.

The DfE is the data controller for your personal data. We must have a reason to collect your personal data. This is called a 'lawful basis'. Our lawful basis for processing your personal data is covered

under 'public task'. This is when we need your personal data to do our work, to provide or fund education.

What data we need

We'll collect the following types of personal data about you, from organisations that we are providing funding to, in order to deliver Multiply on our behalf:

- name
- date of birth
- postcode.

Why we need this data and what we do with it

We collect and process your personal information in order to monitor the impact of Multiply funding, on non-substantive activity. We'll use it to monitor your progress to further learning, through the ILR.

How long we keep this data

The Multiply programme will only keep your personal information for as long as we need it. We decide how long to keep your personal information based on the needs of the department and the law.

We'll keep your information for up to 7 years so we can evaluate the success of the Multiply programme. We'll take necessary steps to keep your information safe. It will then be securely destroyed when it is no longer needed.

Data processors

A data processor is an organisation that processes your information on DfE's behalf.

We only use data processors to evaluate the impact of Multiply funding on non-substantive activity.

How to contact us

If you have questions regarding how WFALS uses your personal data or if you wish to access your personal information, you can contact us via:

Post:

Queens Road Learning Centre
97 Queens Road
Walthamstow
London
E17 8QR

Email:

adult.learning@walthamforest.gov.uk

Telephone:

020 8496 2974

For any further concerns, you may also contact the [Information Commissioner's Office \(ICO\)](#).

