

Privacy Policy

This Privacy Policy describes how The College of Animal Welfare Ltd protects and makes use of the personal information you provide to us. It applies to information we collect about; visitors to our websites and people who may use our services. This includes:

- individuals who study with us
- employers who purchase training from us
- employers who take a student on work experience or placement
- employers who employ an apprentice

By using our services you agree to the use of the data that we collect in accordance with this Privacy Policy.

If you are asked to provide information to us, it will only be used in the ways described in this Privacy Policy.

What data we gather

We may collect a range of information including, but not limited to the following:

- Name, date of birth, employer
- Contact information including phone, email and postal address
- Educational information including qualifications, predicted grades, learning support needs
- Diversity data (e.g. sex, age, ethnicity, disability)
- Individual achievements, attendance, results and performance on programme of study
- Website usage data

How we use this data

Collecting this data helps us provide you with a service that meets your needs. We may use data:

- to meet our legal and statutory duties and responsibilities
- to process applications and enrolments
- for our own internal records so that we can provide you with a high quality service

- to contact you in response to a specific enquiry
- to contact you about services, products, offers and other things provided by us which we think may be relevant to you
- to contact you via email, telephone, fax, post or text message for research purposes.

Information Sharing and Disclosure

We do not sell or rent your personal information.

Your information may, by necessity, be disclosed to appropriate staff members of The College of Animal Welfare Ltd and to government bodies (to fulfil our statutory responsibilities) such as the Education and Skills Funding Agency, Ofsted, the Department for Education and awarding organisations.

Any personal information we hold about you is processed in accordance with the current data protection legislation.

Visitors to our website

When someone visits our sites we collect standard internet log information and visitor details of behaviour patterns. We do this to find out things such as the number of visitors to the different parts of the site. We collect the information in a way that does not identify anyone. If we do want to collect personally identifiable information through our website, we will make the purpose clear.

Use of Cookies and Web Storage Objects

Cookies and Web Storage Objects are small files placed on your device's storage. These enable our websites to identify your device, as you view different pages on our website.

These types of files also allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They enable us to see information such as how many people use the website, what pages they tend to visit or to attempt to display information that is most relevant to you.

Cookies and Web Storage Objects do not provide us with access to your device or any other information about you other than that which you choose to share with us.

By using your browser controls, you are always in control of the Cookies and Web Storage Objects we store and access on your computer.

Controlling information about you

If you have agreed that we can use your information for marketing purposes, you can easily change your preferences or fully unsubscribe by following the links in the footer of our emails or by visiting

- The College of Animal Welfare and CAW CPD: <http://www.caw.ac.uk/subscriptions/>
- CAW Business School: <http://business.caw.ac.uk/subscriptions/>

Links from our site

Our websites may contain links to websites owned by third parties, which we will have no control over. If you provide information to a website to which we link, we are not responsible for its protection and privacy. You are advised to read the privacy policy or statement of other websites prior to using them.

People who use our services

We hold the details you provide us with in order to deliver programmes of study and other services which meet your needs.

We only use these details to provide the service you have requested and for other closely related purposes. For example, we might use information about people who have enquired about a course to carry out a survey to find out if they are happy with the level of service they have received or we might use information about an employer offering a student work experience to contact them about a new apprenticeship scheme.

People who request information from us

If you request information from us by letter, telephone, email or submitting an enquiry through our website, we will make a record of that enquiry and will use the information you give us to provide you with a response. We will only use the information for these purposes, and to provide a follow up service to ensure that we provided you with what you asked for.

You are able to request that we stop contacting you at any time.

Accessing your own personal information

You have a right to ask for a copy of any of your personal information held by The College of Animal Welfare Ltd. You can make a 'subject access request' under the current data protection legislation.

To request a copy of your personal data you should apply in writing to Leslie Heaton-Smith, the Data Protection Officer for The College of Animal Welfare Ltd, or by email to data@caw.ac.uk.

Changes to this Privacy Policy

We will keep this Privacy Policy under regular review and reserve the right to change it as necessary from time to time or if required by law. The latest version is published on our websites. We suggest that you read this document each time you use our website to check for updates and to ensure that it still meets with your approval.

Contacting Us

If you have any questions about our Privacy Policy, or if you want to know what information we have collected about you, please email us at admin@caw.ac.uk. You can also correct any factual errors in that information or require us to remove your details from any list under our control.