

Data Protection Statement for Students (DPS)

This DPS sets out who will use the information you, your partner or relatives provide in connection with your student finance application (your personal information) and how they will use it.

Except in relation to any section of the DPS which is stated as being only applicable to Higher Education (HE) or to Further Education (FE) customers, the DPS shall apply to both HE and FE customers.

Your personal information will be used to process your student finance application. The Welsh Ministers have transferred certain functions relating to student finance applications to the Student Loans Company Limited (SLC).

SLC will use your personal information to:

- determine whether you are eligible for student finance and, if so, your maximum entitlement to financial support; and/or
- make payment of student support.

The Welsh Ministers and/or SLC (as applicable) are joint data controllers for your personal information. If you would like to see your personal information please contact SLC who can advise you in relation to the subject access request.

SLC retains personal information about you, your partner and your relatives to:

- allow the assessment and payment of student finance to be audited;
- maintain or develop systems and processes; and
- provide you with customer services, respond to any questions you may have and update your account information.

The information which you provide will be checked for accuracy and used to detect and prevent fraud and/or money laundering. To do this, SLC may obtain information from and/or share information with other organisations or individuals such as, by way of example without limitation:

- the Department for Work and Pensions (DWP) to check your National Insurance number and personal details including if appropriate the level of any benefits;
- the Home Office including Her Majesty's Passport Office (HMPO) to check your passport details if you have provided them;
- Her Majesty's Revenue & Customs (HMRC) to check declared income levels (HE customers only) and to check your National Insurance number to facilitate collection of loan repayments. HMRC may have shared access to your loan account information to help SLC collect loan repayments;
- Jobcentre Plus may ask SLC to provide confirmation of your eligibility for a loan in order to help you obtain a National Insurance number;
- if you have applied for assistance with childcare (HE customers only) SLC will verify the level of payments made with the childcare provider and may share the information with others to verify the accuracy of all information provided; and/or
- other bodies including banks, building societies, the General Registrars Office, the UK Visas and Immigration Agency, third parties with whom they have contracted to carry out ID, residency and income checks, utility providers, HMRC, HMPO, fraud prevention and law enforcement agencies such as the Police and the National Crime Agency to check the accuracy of information and to prevent and detect fraud both in the student finance application process and more widely.

SLC must retain information provided in connection with your application to handle payments, as appropriate and is the data controller for this information.

SLC and other organisations may also access and use this information to prevent fraud and money laundering, for example, when:

- checking details on applications for credit and credit related or other facilities;
- managing credit and credit related accounts or facilities;
- recovering debt;
- checking details on proposals and claims for all types of insurance; and/or
- checking details of job applicants and employees.

If you would like details of the relevant fraud prevention agencies, please contact SLC at Counter Fraud Services, Student Loans Company, 100 Bothwell Street, Glasgow, G2 7JD.

SLC may also, along with other organisations, access and use from other countries the information recorded by fraud prevention agencies.

If you breach any term(s) applicable to the provision to you of student finance, SLC may share information about you and your account with any person or organisation, which may assist SLC to establish your whereabouts and/or to recover outstanding loan amounts.

Your university, college or training organisation will receive information from SLC so that SLC can:

- pay to it any tuition fee grant (HE Customers only) or loan you are entitled to; and
- confirm the details of your course of study.

Your university or college may have shared access to your application and account information in the future for these purposes.

(HE customers only) Your university or college may also ask for information that you provide in connection with your application for student finance such as your personal, financial and course details or information about your eligibility for student finance, for bursary administration purposes from SLC or the Welsh Ministers. This information will only be shared where you and (where relevant) any person named on your application that is providing financial information, have not opted out of giving consent for the information to be shared for bursary administration purposes.

(HE customers only) In this instance, the university or college will be the data controller of the information and will use it to assess eligibility and make payment of any bursary or scholarship to which you may be entitled. If you would like to see this information please contact your university or college.

(HE customers only) If you study a course approved by the General Social Care Council (GSCC), Care Council for Wales (CCW) or Northern Ireland Social Care Council, you may be entitled to assistance with your tuition fee or be entitled to receive a bursary from the National Health Service Business Services Authority, CCW or the Department of Health if studying in Northern Ireland. Should you apply for funding assistance from one of these organisations, SLC may share personal information relating to your tuition fee/personal contribution and attendance at the Further Education or Higher Education university, college or training organisation. Only the personal information required for the assessment of eligibility for funding shall be passed to the relevant organisation.

(FE Customers only) The information which you, your partner, your parent/guardian or relatives (which, for the avoidance of doubt will also include your step-parents) provide can be used for future applications, unless SLC are instructed otherwise.

The Welsh Ministers will have access to your account information to provide customer services to you and may use the information you have provided to monitor the performance of the student finance system and to develop future policies or initiatives. Both the Welsh Ministers and SLC may share data with third parties for research and statistical purposes. Any published output will be anonymous and will not identify individuals.

(HE customers only) The Higher Education Funding Council for Wales (HEFCE) and the Higher Education Statistics Agency (HESA) which carries out certain functions on behalf of HEFCW may, in carrying out HEFCW's statutory functions relating to the funding of education, use the information provided for statistical analysis. HESA and HEFCW will not identify individuals in any published results.

By law, SLC and your university or college must protect the public funds they handle and may use the information you have provided to detect and prevent fraud. They may also share the information, for the same purposes, with other organisations which handle public funds.

SLC may compare the information it holds on its systems with that on systems used by other organisations including HMRC, the Home Office (including HMPO, the Border and Immigration agency and the Prison Service), the Chief Executive of Skills Funding, Royal Mail and third parties with whom we have contracted to carry out ID and income checks. This helps SLC to improve the accuracy of the information it holds and to reduce fraud.

(HE customers only) You will be able to access your account online securely via the Internet.