Appendix 1: CIRO Student Privacy Notice

The Chartered Institution of Railway Operators (CIRO) provide all staff with training on the principles of data protection and security. The purpose of this notice is to inform you how the personal data collected from you will be processed by CIRO in order to facilitate, administer and manage your time as a student with us.

What data will we collect and store?

The data that you provide us with in relation to your academic studies includes:

- First Name
- Surname
- Date of birth
- Personal home address
- Personal/work email address
- Personal/work phone number
- Relevant employment details
- CIRO membership number (if applicable)
- Education and student records (for example qualifications and skills)
- Application form
- Curriculum Vitae (CV)
- Purchase Order (if applicable)
- Course progress, grading or completion data

How will we process your personal data?

CIRO will process your personal data to facilitate the delivery of the academic programme and to communicate with you in relation to matters which are essential during your studies. This may include (although will not be limited to):

- To inform when the application process for the academic programme is open and how to apply
- To process your application with Glasgow Caledonian University (GCU) and to update you on your application progress
- To provide you with updates on your progression throughout the duration of your studies (e.g., any re-sits that you may need to complete)
- Making and keeping student records on the CIRO database whilst maintaining your student record and managing academic processes
- To inform and manage processing of payment for the academic programme or additional fees (for example re-sits)
- To provide you with the opportunity to take part in feedback surveys and/or case studies for CIRO marketing purposes
- To check membership and align level of membership to qualification level
Data Protection Policy

- Any other matters which are essential to your studies or the running of the Institution
- To process any complaints, grievances or appeals relating to the academic programme
- Statistical and archive purposes.

Your information will be stored securely on either the institutions learning platform, its own systems or within MS Office 365 platforms whilst ensuring GDPR compliance is adhered to all times.

Who do we share your data with?
We may also share your data with companies who we work with to deliver our academic programme services including:

- Our IT service providers who store and backup data
- Our academic partner, GCU (see GCU student privacy notice for further details)
- We may share your data with your employer, organisation or training provider (if applicable) where they may have engaged or funded you on a CIRO learning programme and wish to monitor personal course progress or completion.

The data shared with other companies is encrypted and strictly limited to the data required to administer the particular academic programme service and we are satisfied that all our providers are complying with their data protection obligations.

We do not process your personal data for marketing purposes or disclose your information to any third party for such purposes.

Data Retention
We will keep your data for the duration of your studies and will retain a full record of your studies for 6 years. After 6 years, we will delete or reduce your record and will only keep information after this point in order to comply with any relevant statutory requirements.

Surveys and Case Studies
We may contact you to take part in a feedback survey or case study for CIRO marketing purposes. Your identity and contact details, should you choose to provide them, will be used only for the purposes listed in the survey and to which you consent. This will include:

- Publishing your name and/or job role alongside your feedback or case study on CIRO marketing materials. Where we are considering doing this, we will make it clear what we plan to publish and will seek your agreement to this before doing so.
- Contacting you for follow-up research related to this survey – so that we may carry out further research in relation to particular topics or findings from the survey.