



## SERVICE SPECIFIC PRIVACY NOTICE

### Social Integration: ESOL Multi-Agency Hub

Blackburn with Darwen Borough Council's core data protection obligations and commitments are set out in the council's [Primary Privacy Notice](#)

This service specific privacy notice provides additional privacy information for: Potential learners and learners who are engaged with learning providers that are part of the ESOL Multi-Agency Hub.

#### **Purpose(s)**

We collect your personal information for the following purpose(s):  
To help support the delivery of the ESOL Multi-Agency Hub

#### **Categories of personal data**

In order to carry out these purposes we collect and obtain from a Blackburn with Darwen Resident:

Full Name  
Gender  
Date of Birth  
Address  
Contact numbers  
Email Address

#### **Legal basis for processing**

The legal basis for processing your personal information is:

- Client information and processed under one or more of the following:
- Article 6(1)(a) of the GDPR, that the individual has given clear consent for you to process their personal data for a specific purpose;
- Article 6(1)(b) of the GDPR, the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
- Article 6(1)(e) of the GDPR, the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.
- Marketing purposes: where we have asked and you have consented to receive electronic marketing information about our services. You may withdraw your consent at any time by contacting the DPO via [accesstoinformation@blackburn.gov.uk](mailto:accesstoinformation@blackburn.gov.uk).

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you such as allocating a suitable ESOL course.

#### **Information sharing/recipients**

We will share personal information about you with the following types of organisations:

Blackburn with Darwen Adult Learning  
Blackburn College  
ARC Blackburn  
Darwen Asylum and Refugee Enterprise (DARE)  
Dept of Work and Pensions – Jobcentre Plus  
Other relevant internal departments  
Lancashire Volunteer Partnership  
Ministry of Housing, Communities and Local Government  
Blackburn with Darwen voluntary, community and faith sector groups

As well as information collected directly from you, we also obtain or receive information from:

- Blackburn with Darwen voluntary, community and faith sector groups.

For the reasons:

- If another organisation tells us that you or your wider family need help/support learning English.

### **Automated Decisions**

For this service:

- All the decisions we make about you involve human intervention

### **Data retention/criteria**

We will retain this information for four years

### **Rights of individuals**

If you have any queries relating to the way we are processing your information, you may contact the Council's [Data Protection Officer](#)

These queries may be regarding (but not limited to);

- exercising your rights in relation to the following:
  - access to personal data
  - right to rectification
  - right to erasure (The right to be forgotten, unless there is a legal obligation to refuse this request)
  - right to restriction of processing
  - right to data portability
  - right to object to profiling
- raising a concern with us, or
- guidance on making a complaint to the Information Commissioner

### **Updates to this Privacy Notice**

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details [Primary Privacy Notice/service specific](#)