

Data Protection Policy

April 2026

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1.0 Introduction

The lawful and proper treatment of Personal Data is extremely important and key to the success of both our business and ability to maintain the trust and confidence of our employees, students, patients, contractors, suppliers, and clients.

Our approach is to ensure full compliance with the relevant sections of the UK General Data Protection Regulation (“GDPR”) and it is the responsibility of all employees, other workers and students to support the Board of Trustees and Senior Management Team (“SMT”) in maintaining that level of compliance.

2.0 Purpose

The purpose of this policy is to establish a number of basic requirements for how BCNO will process personal data to ensure the integrity of the data subjects.

3.0 Policy

3.1 Key Definitions

Data Controller	is the BCNO Group which alone or jointly with others such as the Board of Trustees and/or SMT, key managers and employees determines the purposes and means of the processing of personal data
Data Processor	is the employee, worker, student who has responsibility for processing personal data on behalf of the Data Controller
Data Subject(s)	is defined as the identified or identifiable person whose personal data is being processed e.g. employee, staff, student, patient, applicant
Personal Data	is defined as any information relating to an identified or identifiable person (a “natural person”), including but not limited to names, addresses, e-mail addresses, numbers, dates, photos, images, on-line identifiers, location data, physical, physiological, genetic, biometric, mental, economic, cultural, or social identity data. Personal data relating to employment such as work e-mail addresses, phone numbers etc. are included within this definition
Special categories of personal data	Personal data, revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership; data concerning health or sex life and sexual orientation; genetic data or biometric data
Processing of personal data	is defined as any operation or set of operations performed upon personal data or sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or

	otherwise making available, alignment or combination, restriction, erasure or destruction. Processing would include remote viewing of Personal Data.
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3.2 Processing of Personal Data

3.2.1 Lawful Bases

There are six lawful bases upon which personal data can be processed:

1. Consent the individual has provided clear consent for us to process their personal data for a specific purpose.
2. Contract the processing is necessary to fulfil a contract we have with the individual whether that processing is as part of the contract or a necessary step in advance of entering into the contract.
3. Legal obligation the processing is necessary for us to comply with law.
4. Vital interests the processing is necessary to protect someone's life
5. Public task the processing is necessary for us to perform a task in the public interest and/or for official functions and there is a clear basis in law for doing so.
6. Legitimate interests the processing is necessary for our legitimate interest or those interests of a third party.

We will always process personal data under one of the above lawful bases.

If consent has not been given, special categories of personal data may, in principle, only be processed if it is necessary to exercise employment law rights or obligations or to justify a legal claim.

3.2.2 Information to the natural persons about the processing of their personal data

A natural person whose data is to be processed has the right to receive certain information before the processing activity is carried out. Such information will include e.g. the identity of the data controller, the purposes of the processing and the legal basis, any recipients of the personal data and any intention to transfer the data outside the UK.

At BCNO we process personal data relating to a range of natural persons including employees, consultants, students, alumni, as well as job and student applicants and clinic patients.

3.2.3 Purpose and limitation of processing

Personal data will only be processed for a specified, explicit and legitimate purpose. Only personal data that is necessary for the specified purpose may be processed. If a purpose

changes over time, it will be considered as a new processing activity that requires a legal basis.

Furthermore, personal data will be adequate, relevant, accurate, up to date and limited to what is necessary in relation to the purposes for which it is collected. Therefore, we will also ensure that we use reliable sources when collecting the data and, where relevant, allow the data subject to update his/her own personal data where possible.

3.2.4 Data Protection Impact Assessment (“DPIA”)

BCNO will undertake a DPIA prior to the processing of any data which has a highly likelihood of impacting the rights and freedoms of any individual.

3.2.5 Internal Records of Processing Activities

To comply with its legal obligations BCNO maintains records of all processing activities. These records are reviewed on a quarterly basis by the respective Data Controller and Data Processor; and submitted to the Senior Management Team for approval.

3.3 Storage of Personal Data

Personal data will not be processed for a longer period than necessary considering the purposes for which it was collected. The following table provides information of the time limits for retention.

Type of data	Retention period
Employee/staff files	6 years post departure
Job applications (CVs, interview notes, letters/emails)	6 months post application
Speculative enquiries from prospective students	1 year or commencement academic year (whichever sooner)
Student applications (unsuccessful)	6 months post application
Student files	6 years post departure (save for *)
*Academic transcripts and dissertations etc.	Indefinitely
Exam Scripts: - University of Plymouth curriculum	Academic year + 1 year
Alumni network	As long as the individual remains a member of the network
Payroll data	3 years post departure
Patient files	
- Adults with no mental health issues	8 years after last interaction
- Children up to 18 years old	Until 18 years old plus 8 years

Consent will always be obtained where it is intended to keep an individual's personal data longer than the period set out above and the retention period will only be extended where there is a legal basis for doing so.

If a data subject exercises their right to be forgotten or withdraws consent, the personal data will be deleted if there is no other legal basis to process it e.g., if there is a legal obligation to retain the personal data, then the personal data will be retained and processed only for that specific purpose.

3.4 Integrity & Confidentiality

BCNO will implement appropriate technical and organisational measures to protect personal data against accidental or unlawful destruction, accidental loss or alteration, unauthorised disclosure or access and any other unlawful forms of processing. BCNO employees, workers and students must ensure that all personal data is processed in a manner that ensures that it is always secure, confidential, and available and will not be unlawfully, accidentally or without authorisation disclosed, amended, lost or damaged.

3.5 Transferring Data outside the BCNO Group and/or UK

When it is necessary for the personal data of our data subjects to be processed by a third party, then we will ensure that we have sight of the third party's Data Protection Policy and confirmation as to whether the data will be transferred outside of the UK. In these circumstances, we will notify data subjects of the transfer due to the restrictions in place in respect of transferring personal data outside of the EEA. We will always consider these restrictions and put in place the required safeguards and protections.

3.6 The Rights of Data Subjects

Data subjects have certain rights, as are further detailed in the applicable data protection legislation and in our Privacy Notices. These rights are:

- a right to access (a record that shows what data is being processed about them)
- rectification
- erasure (right to be forgotten)
- restriction of processing
- portability
- objection.

If you wish to exercise one or more of the above rights, then please contact the relevant Data Processor. If you feel that BCNO has not complied with your data protection rights, then you can complain to the Information Commissioner's Office.

3.7 Making a complaint

If you wish to make a data protection complaint about how BCNO has handled your personal data or the personal data of someone you are acting on behalf of, you have the option to use the Data Protection Complaint form annexed to this policy. You do not have to use the form – it is up to you to decide how best to submit your complaint.

The process for managing data protection complaints is as follows:

- Submit your complaint to a member of the Senior Management Team.
- Your complaint will be acknowledged and actioned in writing within 30 days of receipt.
- If it is necessary to confirm your identity you will be asked to provide evidence such as photo ID (passport, driving licence) and/or proof of address.
- If you are submitting a complaint on behalf of someone else, you will be asked to provide written authority from that person to confirm that you are acting on their behalf and the extent of the permission they have given you in relation to their personal data.
- You will be asked to confirm your preferred contact method for updates.
- To facilitate the investigation and if not included in your complaint, you may be asked:
 - To clarify what outcome you are looking for.
 - What personal data is involved in the complaint
 - What has gone wrong.
 - When the issue occurred.
 - To provide additional and/or supporting evidence (where it exists)
- You will be kept informed with the anticipated timeframe for investigation of the complaint and an explanation for any delays.
- If the 30 day period needs to be extended (up to a maximum of 2 months), BCNO will fully explain the reasons for the extension to the timeframe.

As mentioned in 3.6, you have the right to complain to the Information Commissioner's Office. Further information on how to do this can be found at www.ico.org.uk/make-a-complaint.

3.8 Responsibilities

The Senior Management Team has overall responsibility for BCNO's compliance with data protection.

Every employee, worker and student is responsible for reading, understanding and following the standards set out in this Policy.

All managers are responsible for ensuring that this Policy is implemented within their departments and that the employees and/or staff within their area of responsibility are familiar with and follow the standards set out in this policy

The Senior Management Team is responsible for the maintenance, training and monitoring of this policy.

All employees, workers and students are required to report to the Senior Management Team any data privacy related concerns, violations of this policy or suspected data incidents

BCNO will not tolerate any form of harassment, discrimination, or retaliation against someone who has raised a concern and acted in good faith in respect of this policy.

4.0 Auditing

Policy Name:	Data Protection Policy		
Policy Owner:	Human Resources		
Policy Approver:	Head of HR		
Audience:	Employees, students, patients, contractors and visitors		
Storage Location:	Intranet - HR		
Effective Date:	04.2026		
Review Date: <small>(Unless other revisions are required prior to this date)</small>	04.2027		
Version:	Approved version 1.4		
Equality Impact Assessment:	Are there any implications for a protected characteristic group as defined by the Equality Act 2010 in this policy?		
	<input type="checkbox"/> Positive Impact	<input type="checkbox"/> Negative Impact	<input checked="" type="checkbox"/> Neutral
Details:	N/A		

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Version History

Version	Date	Action	By
1.0	May 2022	Harmonisation of BCOM/ESO policy. Rebrand	HJ/JD
1.1	July 2023	Annual review	HJ/JD
1.2	June 2024	Annual review and revision to UKGDPR rules	HJ
1.3	April 2025	Annual review and change of Kent contact details	HJ
1.4	March 2026	Annual review. Removal of Bucks New University under 3.3 – Exam Scripts. Insertion of new 'Making a Complaint' clause 3.7. Addition of a Data Protection Complaint form.	HJ