

Careerpilot Data Processing, Management, Security Statement

<https://careerpilot.org.uk>

Date of statement: Nov 2023

To be reviewed: Nov 2025

1. Purpose

The purpose of this document is to describe relevant policies and procedures regarding privacy and security which have been developed in order to help identify and reduce risk, and to comply with all current data protection legislation including the requirements of the Data Protection Act 2018 and UK GDPR.

The lawful basis for processing the data is the fulfilment of a **'public task'**; assisting participating schools, universities, Office for Student's funded Uni Connect projects and government funded Careers Hubs in their obligations to increase participation in higher level study, to deliver impartial careers information to young people or to support schools in delivering good quality careers advice. The other lawful basis for processing the data is through **'consent'** as all students and staff provide consent when proceeding through the registration process.

This document sets out how Careerpilot manages, shares and uses student data, and describes what data are collected and how they are used.

Careerpilot is an award winning* careers website which aims to provide a one-stop information source to young people aged 11-19, their parents, teachers and advisers. The site has information on the full range of choices available to young people, including information on job sectors, jobs and links to multiple education and training providers. In addition, the site allows young people to register so they can access Career Tools which enable them to personalise their choices and store results. The site includes a Reporting Zone. The Reporting Zone enables schools, colleges and some funding partners e.g. a Uni Connect or Careers Hub to view anonymised reports showing student choices, so they can help them achieve their career goals. Anonymised and collated information on Careerpilot registered users' choices for all schools/colleges who receive free access from a funding partner's support might be shared with that funding partner. Schools and colleges requesting access to the Reporting Zone are informed that anonymised data are shared with these parties when they complete a Data Sharing Agreement with the WVPC.

Only at the point of registration are student data collected and stored, students can use the main part of Careerpilot without registering.

The website is co-funded through universities, linked to their Access Agreement and Participation Plan requirements, through Uni Connect projects, and some Careers Hubs, as a tool to engage and inform students and to support their future progression.

2. What information do we require young people to provide?

To access the Career Tools, users of the website register with the following details:

- First name
- Last name
- Email address
- Date of birth
- Postcode
- Password (they create this)
- Name of school/ college

- Year of study
- Subscribe to mailing list to receive no more than 3 newsletters per annum (optional and only offered to Y9 upwards)

When students use the Career Tools, they can choose the job sectors and jobs, providers and qualifications they are interested in and this information is stored for them to return to and update over time.

Students can also complete a Skills Map which helps them identify and record their skills for CVs and personal statements, and a Next Steps quiz where they indicate their intentions to progress after 16. The 'Career Tools' information and the user record is stored on the Careerpilot Reporting Zone. (See separate Security Documentation which explains how the information is stored).

Y9 and above students will also be asked for their consent to be sent no more than three newsletters per annum about careers topics. Y7 and 8 students will not be asked for permission to contact until they are in Y9. When they sign in when they are Y9 or above, a pop-up will appear asking for their consent to receive newsletters.

The Pathway Planner triage tool was added to the site in 2020. The Pathway Planner helps students to assess their readiness for their planned progression and schools/colleges can use these data to allocate guidance at three levels. Schools/colleges cannot use the Pathway Planner separate from Careerpilot and no additional personal information is requested from the students for schools/colleges to use the Pathway Planner. The Pathway Planner reports are located in the Reporting Zone. Schools/colleges can access student results and administrate planned guidance interventions through the system. Funding partners can access an anonymised report showing numbers of students interested in each pathway.

3. Requesting consent from students and informing them about data storage and use

Students in schools and colleges register directly onto the Careerpilot website to create their Careerpilot Career Tools record. The student owns their account until they are 20. At registration they allocate themselves to their school (if funded by a funding partner or a self-paying school) or to 'other', if their school does not appear on the list of funded / self-paying schools.

When students register and have entered their personal information, they will be taken to a second screen which has the following message:

Terms and consent

Thank you for providing your name, date of birth, email address, postcode, school and year group. Careerpilot will keep this information safely in the Reporting Zone.

Before completing your registration, please read the information on this page and confirm that you consent to your data being used as described here by ticking the box at the bottom of the page. If you do not consent to your data being used as described, you can terminate your registration by closing this page and your details will not be saved.

You can access and change your details at any time by logging in to your account (top right of home page).

You can close your account and have your record deleted at any time by contacting careerpilot@bath.ac.uk.

When you have completed the registration process you can add your choices and quiz results to your Career Tools. These will be saved for you and you can change and amend your choices at any time.

The Career Tools are to help you explore and choose your future career choices. You can view or download your Career Tools report.

To see your information in the Reporting Zone your school/college will have to complete a Data Sharing Agreement confirming how they will look after your information and use it properly (schools and colleges are used to doing this).

If your school/college has completed a Data Sharing Agreement with Careerpilot they can see the information you have added to your Career Tools in the Careerpilot Reporting Zone, so they can help you with your plans. A 'Careerpilot Password Keeper' in your school/college will decide which staff can see your Career Tools e.g. perhaps your tutor. Staff with access to your Career Tools can also write 'Adviser Comments', usually when they are talking to you. You can see any Adviser Comments in your Career Tools.

School and college staff with access to your record can look at the Reporting Zone to see your Career Tools information and the choices you are making, e.g. about jobs, qualifications, etc. and also any saved quiz results e.g. from the Skills Map, Next Steps Quiz, Pathway Planner (only some schools/colleges use this) so they can support you in getting the jobs and careers you want.

If you move school or from a school to a college or sixth form, you can change your email or your provider in your account (by signing in using the login details you used to register). If a college or a sixth form has a signed Data Sharing Agreement with the Careerpilot Central Team they can request we change your provider and email address (if you are enrolled with them and if you have used a school address that has been deleted), so that you can access your Careerpilot account from your new provider. If we make this change your teacher should tell you. A staff member who knows that you have moved to another Careerpilot school or college can transfer your account to that provider. You can do this too through your 'account'.

The Reporting Zone can also be seen by the Central Careerpilot Team who need to see your information so they can transfer your record if you move to another school or college or to help with access issues.

The Central Careerpilot Team will also sometimes produce reports across a group of schools or students but they will do that without your name showing – so the reports will be anonymous. An example of this sort of report would be one showing what job sectors lots of students are interested in, so we can see trends.

There might be an external organisation, a Careerpilot funding partner, that might look at anonymised reports on Careerpilot e.g. a university/Uni Connect/Careers Hub. They are funded by the government to help young people find out more about higher education and/or so they can get support with their career decisions. These organisations will never see your personal details, they will only access anonymised reports.

If you are Year 9 and above, some data may be shared with the [Higher Education Access Tracker](#) (HEAT), or similar or replacement bodies, this is a collaboration of universities and other educational organisations which enables them to see whether or not young people who they have supported apply for and move into HE in the future (funding support for Careerpilot is through Universities, Uni Connects and some Careers Hubs). We will not share your data with any non-educational organisations (except as required by law).

Please tick to say you agree with the terms and consent

The personal data are required to ensure that every user is unique and to enable them to access, retrieve and adapt their Career Tools data.

Individuals in Y9 and above, who have indicated their consent at registration, may be sent careers-related information by newsletter on no more than three occasions per annum.

4. How are the data used?

The data are stored on Careerpilot so that individual students can access their information and add to their record as they progress through school and college.

The student data are also available to schools/colleges to view, if they have completed a Data Sharing Agreement. Schools and colleges use this information to see what choices young people are interested in so they can support them in achieving their career goals.

When schools/colleges have signed a Data Sharing Agreement with the Careerpilot Central Team based at the University of Bath, they will be sent a Careerpilot Reporting Zone Password. The school/colleges can issue passwords to the Reporting Zone to other staff and assign them to the groups of students they need to be able to see. Staff assigned to a group can see group and individual reports showing the choices young people are interested in - job sectors, qualifications and providers and also the results of quizzes like the Skills Map, Next Steps quiz and the Pathway Planner (not all schools/colleges use this). Some results can be viewed across groups, some only by individual. Students can see all data in their report from the main Careerpilot site, if they are signed in.

Advisers/tutors with access to a student can also add comments to a student's record, which are viewable by the student and any other staff with access to that specific student. The 'Adviser Comments' tool is often used to record the outcome of a one-to-one careers or tutor session with the student.

Careerpilot is funded by universities, Uni Connects and Careers Hubs. The universities and Uni Connects aim to help young people (especially those from disadvantaged areas) find out more about Higher Education. The Careers Hubs which pay subscriptions are supporting schools/colleges to provide good quality careers advice to young people. Universities, Uni Connects and Careers Hubs pay subscriptions which enable all parts of the site to be free to all students and schools (and sometimes colleges) in a specific region. Funding partners can see anonymised reports showing what subjects, careers etc students might be interested in. They can only see this in anonymised form and CANNOT see students' personal data, only the relevant school and year group.

Uni Connect students are also asked to sign a tracking form giving permission for some personal data (first name, surname, post code, date of birth, from Year 9 and above students) to be shared with the [Higher Education Access Tracker](#) (HEAT), or similar or replacement bodies, this is a collaboration of universities and other educational organisations which enables them to see whether or not young people who they have supported apply for and move into HE in the future (funding support for Careerpilot is through Universities, Uni Connects and some Careers Hubs). Data will not be shared with any non-educational organisations (except as required by law). Students give permission for this use of data when they register on Careerpilot.

5. How long do we keep the data?

Careerpilot is for students in Y7-Y13. Every year on August 31st students will be moved up one year in the system. This means that the student's choices and reports can move with them and they can change or add to their plans as they move through the different years, even if they change school/college. We will keep a student's Careerpilot record in the Reporting Zone until they are in Y15, which means they will be 20. A student's record will be deleted in September in the academic year they will be 20, i.e. the year they would enter Y15. At any time, a student can request their record to be deleted by contacting careerpilot@bath.ac.uk

6. Informing parents and carers about Careerpilot and data processing

The lawful basis for processing the data for Careerpilot is the fulfilment of a **'public task'**; assisting schools, universities, HEFCE funded Uni Connects and government funded Career Hubs in their obligations to increase participation in higher level study and/or to deliver, or support the provision of, impartial careers information to young people.

This means that it is not a legal requirement to request parental permission for young people to use the site but schools are encouraged to ensure parents are aware of Careerpilot and how a young person's data will be processed.

Parents and carers will also be interested to know about the site and the [Parent Zone](#) so they can use these tools to support young people in making informed decisions.

The statement below can be included in any data information sent to parents by schools.

The [Careerpilot](#) website provides one-stop, free-to-access information for young people on all the career choices available to them, including about qualifications, jobs sectors and jobs. If students register, they can access Career Tools which enable them to choose the jobs and qualifications they are interested in and save that information so they can access and adapt it later. To register, students need to provide the following information:

- School
- **First name**
- Last name
- Date of birth
- Email address
- Postcode
- Password
- Name of school/ college
- Year of study

Schools can view students' choices through the Careerpilot Reporting Zone so they can help them achieve their career goals. The site also includes a [Parent Zone](#).

7. Who manages the data?

The data from all students, staff, universities, Uni Connect and Careers Hub staff will be managed by the Central Careerpilot Team (CCT). The CCT is based at the University of Bath and the legal team at the university has agreed this statement and the security team have checked that the CCT is storing all data safely.

The CCT provides a Helpline so that schools/colleges and Uni Connects can get support with issues related to the Reporting Zone, such as moving a student to another school/college if they have left, and managing the deletion of duplicate records which might occur if a student has registered twice.

The CCT also manages requests for access to the Reporting Zone from schools, colleges and funding partners.

The CCT contracts with an external provider, Float New Media, which assists with the development of tools that enable Careerpilot to access and manage the data held within the site; the external provider has processes and policies in place to comply with the GDPR requirements for data handling.

8. How do schools/colleges request access to the Reporting Zone and what can they see?

To request access to the Reporting Zone schools and colleges complete a Data Sharing Agreement (DSA) which states what information the CCT collects and how this will be used and how the school/college should access and use the information to comply with data protection law.

The DSA is signed by a senior member of staff at the school or college and also by the Head of Widening Participation at the University of Bath. The school or college also provides an email address for the member of staff who should become the 'password keeper'. A Careerpilot Reporting Zone admin password is issued to that person along with a copy of the DSA and instructions. The password keeper is then responsible for setting up groups e.g. tutor groups, and issuing passwords to other staff - restricting access so that only relevant staff see relevant groups. Schools and colleges should notify the CCT if a password keeper leaves, and provide a new password keeper.

School administrators can manage students when they have left the school by transferring them to their next known provider (if they are a Careerpilot school or college). If they do not know the next provider the student's account will be saved in the Careerpilot system to a holding area, until a student attaches their account to another provider (from their own Careerpilot account), or the new provider makes a request to transfer with the permission of the student.

School/college staff with access to a group can see the name, email, date of birth, postcode, year group of the students they have access to and also any Career Tools reports for their assigned groups.

9. How do Universities/Uni Connects/Career Hubs request access to the Partners' Reporting Zone and what do they see?

A university, Uni Connect or Careers Hub that is providing funding to support students and schools in having free access to Careerpilot can request access to a specific 'Partners' Area' of the Reporting Zone by signing a Memorandum of Understanding, which references how they will be able to access anonymised data and how they need to comply with any relevant law or rules about their use.

10. Will the CCT contact students?

On the registration form students in Y9 and above can indicate whether they agree to being contacted so that the CCT can send up to three relevant career messages to them each year. These interactions aim to help students make informed choices and to ensure they know about free offers of support from Careerpilot and other funding partners.

Y7 and Y8 students will not have an option to choose to be contacted and WILL NOT be contacted by the CCT.

When a Y9 student signs in, who has previously registered in Y7/8, a pop-up will appear asking for their consent to receive up to three careers newsletters per annum.

11. School/college/Uni Connect staff data

Reporting Zone Password Keepers for each school/college will be set up as new users on the Careerpilot Reporting Zone by the Careerpilot Central Team on receipt of a signed Data Sharing Agreement from a school/college requesting access to the Reporting Zone.

The 'Reporting Zone Password Keeper' in a school/college creates other staff users through their school/college area in the Reporting Zone.

To be set up as a new user the following information is required:

- First name
- Last name
- Email
- Role (this determines the level of access the staff member should be given)

The 'Reporting Zone Password Keeper' will allocate which groups of students the staff member can view through the Reporting Zone.

The staff member will then receive an email with a password and link to the Careerpilot Reporting Zone. They will see a message confirming that completing the registration process indicates their acceptance of the Terms and Conditions with a link to the relevant information as follows.

Terms and Conditions:

You have received this email because you have requested or been given access to the Careerpilot Reporting Zone so that you can view the Career Tools record of specific students/groups you have been assigned to. You will be able to see reports showing the career choices students are interested in and quiz results so you can help them achieve their career goals. You can also add 'Adviser Comments' to an individual student's record. The student can see all reports and comments in the Careerpilot main site, when they are signed in.

You must comply with all data processing requirements.

12. How do we inform Careerpilot users about data processing and security?

All statements related to data security, processing, storage and compliance will be available to access via a link on the Careerpilot Home Page headed 'Data policy'.

13. Contact us:

Careerpilot Central Team

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