

## **Student Support and Wellbeing privacy notice**

### **Effective from August 2020**

### **How we use your information in Student Support and Wellbeing**

This privacy notice tells you what to expect us to do with your personal information when you seek support from Student Support and Wellbeing. Personal information (or personal data) is any information which relates to and identifies you. Data protection legislation (the General Data Protection Regulation (GDPR) and the Data Protection Act 2018) set out how we should handle your personal information.

### **Our contact details**

The University of Central Lancashire Higher Education Corporation is the data controller for the personal information we process, unless otherwise stated. We are registered with the Information Commissioner's Office and our registration number is Z5512420.

There are many ways you can contact us, including by phone, email, social media and post. See our [main contact details](#).

You can contact Student Support and Wellbeing using any of the contact information on [our webpage](#).

### **Our Data Protection Officer**

UCLan's Information Governance Manager & Data Protection Officer can be contacted on [DPFOIA@uclan.ac.uk](mailto:DPFOIA@uclan.ac.uk). Further information and contact details can be found [here](#).

### **What personal information will we use?**

Student Support and Wellbeing will use the personal data you provide to us directly when you approach us for support. This will vary depending on the support you ask us for. It could include your name and contact details; financial information; details of personal and family circumstances; information about your health (including mental health) and any disabilities you tell us about, as well as any other matters for which you seek support.

We may also use information provided by other areas of the University in the event a member of staff has significant concerns for your health, safety or wellbeing and contacts us for advice or to raise a concern which we then act upon to offer support to you.

If you declare a disability during the enrolment process or at any other time, unless you are solely studying at one of our partner institutions, the Inclusive Support Team within Student Services will receive that information and will contact you to discuss your support needs and any reasonable adjustments which may need to be put in place. The team will discuss with you how we might need to share your information to put reasonable adjustments in place and you will be given the option to say that you want information about your disability to remain confidential.

### **Why do we use your personal data?**

We will use your personal data to provide support to you. We will also use it to set up a record of contact on our secure casework management system so that we can ensure the team can fully

support you and has a history of your contact with us and the support we have provided. This helps staff in the team support you if the original person you spoke to is unavailable or leaves the University. We may contact you regarding any actions or support we have agreed to provide you with and follow-up with you about your support needs. We may contact you with information about our services or to seek your feedback on the services you have already received from us. We will also use your information for internal reporting, statistics and service monitoring. Any reports or statistics we produce will not contain any information which will identify you.

### **What is the lawful basis for this processing?**

The University can only process personal data about you if there is a lawful basis from the GDPR which allows us to do so.

When you contact Student Support and Wellbeing for support, we will create a record for you on our secure case management system to show that you have contacted us and that we have provided support to you. We process some information, such as the fact you have contacted us and high-level details of the support we have provided to you, to demonstrate that we have received and acted on your request for support and supported you to the best of our abilities. The lawful bases on which we rely for processing this type of information are as follows:

**Article 6(1)(c)**, which allows us to process personal data when it is necessary to comply with a legal obligation. We are legally required to provide some reports and statistics to external agencies, as well as monitoring compliance with laws relating to equality, among other things.

**Article 6(1)(e)**, which allows us to process personal data where it is necessary to perform a task in the public interest. Some internal and external reporting and monitoring, teaching and research, and the provision of student support, is carried out as part of our public tasks or the public tasks of another organisation.

We also rely on the following lawful basis for some of our processing:

**Article 6(1)(f)**, which allows us to process personal data where it is in our, or someone else's, legitimate interests to do so and it does not unduly prejudice your rights and freedoms. We rely on this condition to, among other things:

- Send information about our services to you, unless you tell us not to. It is in the University's legitimate interests to promote its services to those who may be interested.
- produce some internal reports, research and statistics. It is in our legitimate interests to use these to evaluate, plan and assess how the University is operating and make any changes we think are appropriate and will benefit current and future students.

We also process some information only if you provide your consent. In this case, **Article 6(1)(a)** applies, and **Article 9(2)(a)** applies where the information is special category data (special category data is information about your race, ethnic origin, political opinions, religious beliefs, trade union membership, genetic data, biometric data used for ID purposes, health, sex life or sexual orientation).

We rely on your consent to process some of the detailed personal information you provide to us when accessing our services. It will be clear where we are relying on your consent to collect and use your information because consent will be requested at the time you provide the information. When

you are asked for consent, we will explain why we are asking for the information and how we will use it if you choose to provide it. Consent can be withdrawn at any time.

If you wish to withdraw your consent for Student Support and Wellbeing to support you, you can email [Wellbeing@UCLan.ac.uk](mailto:Wellbeing@UCLan.ac.uk) and ask the team to stop supporting you. The team will respond telling you that they will not communicate with you any further and will then stop contacting you. They will still retain all the information they have used to provide support to you up to this point.

If you wish to withdraw your consent for Student Support and Wellbeing to hold specific information about you, you can email [Wellbeing@UCLan.ac.uk](mailto:Wellbeing@UCLan.ac.uk) who will discuss this with you. As set out above, we will not be able to delete all information we hold about you as we need to retain some information because we have a legal obligation to do so or because it is necessary for a task in the public interest e.g. to demonstrate the support we have provided to you, particularly if there is any dispute about this. This information is not processed on the basis of your consent so cannot be deleted in most circumstances.

Where we process special category data and data about criminal convictions for the purposes set out in this notice, we rely on the following additional lawful bases from the GDPR and DPA:

**Article 9(2)(g) GDPR**, which allows us to process special category data if the processing is necessary in the substantial public interest and there is a basis to do so in law. The law which allows us to rely on Article 9(2)(g) is section 10 DPA by virtue of Schedule 1 DPA, which also provides the lawful basis for processing data about criminal convictions. The specific conditions from Schedule 1 DPA on which we rely for this type of processing are as follows:

- Schedule 1(6), which allows us to process special category data and/or data about criminal convictions to comply with a statutory or legal function. Such functions include the duties set out in the Equality Act 2010.
- Schedule 1(8), which allows us to process special category data to monitor equality of opportunity or treatment.
- Schedule 1(10), which allows us to process special category data and/or data about criminal convictions to prevent or detect unlawful acts.
- Schedule 1(17), which allows us to process special category data and/or data about criminal convictions to provide confidential counselling or similar services.
- Schedule 1(18), which allows us to process special category data and/or data about criminal convictions to safeguard individuals at risk and children.

When processing special category data or data about criminal convictions in reliance on the above conditions from Schedule 1 DPA the University must have an appropriate policy document, which can be read here: [Data Protection: Processing special category data and criminal convictions data.](#)

**Article 9(2)(j) GDPR**, which allows us to process special category data for archiving, scientific or historical research purposes or statistical purposes, where there is a basis to do so in law. The law which allows us to rely on this basis is **section 10 DPA** by virtue of **Schedule 1(4) DPA**. We may also rely on Schedule 1(4) DPA if we process personal data relating to criminal convictions for archiving, research or statistical purposes.

### **Who will my personal information be shared with?**

We only share your personal data with another person or organisation where the law allows us to and we consider it to be appropriate under the circumstances. In most circumstances, the

information held by Student Support and Wellbeing remains confidential and is not shared with any other parties without your consent.

We may ask for your consent to share information with academic school staff, central services (such as the Academic Registry, who manage extenuating circumstances etc.) or anyone else you might suggest we contact to help provide the support you need. For example, we might help you talk to your Course Leader about how you can catch up on your studies or get an extension on an assessment.

In rare circumstances, we may share your information with other parts of the University or external organisations without your consent. These circumstances may include the following:

- We believe that you may be at risk of causing serious harm to yourself or someone else.
- We believe that a child or vulnerable adult is at risk based on information you have given to us. That child or vulnerable adult might be you or someone else.
- We are required to do so by law (e.g. in cases of money laundering, fraud or acts of terrorism)

In such cases, we may contact:

- The emergency services
- A local or central government authority

We may also disclose your information to other organisations so that they can provide services on our behalf e.g. hosted IT services and systems. These organisations are called data processors. We use data processors who are third parties who provide elements of services for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will hold it securely and retain it for the period we instruct.

### **Sending your information outside the European Economic Area (EEA)**

Occasionally we may need to send your personal information outside the EEA e.g. to obtain a service from a data processor. We only transfer personal data outside the EEA if there is a lawful basis to do so and appropriate safeguards are put in place to protect your information and ensure it remains secure.

### **How long will we keep your personal information?**

Student Support and Wellbeing will keep your information for six years after you withdraw from your studies or graduate.

After any meeting/support session, any paper records relating to your case will be confidentially destroyed. Any paper items you give us will be returned to you after being electronically scanned and uploaded onto the case management system.

### **Your data protection rights**

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information. Further information about each of these rights can be found on the Information Commissioner's Office website [here](#).

### **Your right of access**

You have the right to ask us for copies of your personal information. This right always applies. There are some exemptions, which means you may not always receive all the information we process. For further information or to make a request, please see our website [here](#).

### **Your right to rectification**

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies.

### **Your right to erasure**

You have the right to ask us to erase your personal information in certain circumstances.

### **Your right to restriction of processing**

You have the right to ask us to restrict the processing of your information in certain circumstances.

### **Your right to object to processing**

You have the right to object to any processing we carry out, if we carry it out on the basis that it forms part of our public task or is in our legitimate interests. You also have the right to object to your personal information being used for direct marketing purposes.

### **Your right to data portability**

This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another, or give it to you. The right only applies if we are processing information because we have your consent or because it is necessary for your student contract, and the processing is automated.

### **Your right to complain**

We work to high standards when it comes to processing your personal information. If you have queries or concerns, please contact us in Student Support and Wellbeing and we will respond. Alternatively, you can contact the Information Governance Manager & Data Protection Officer.

If you remain dissatisfied, you can make a complaint about the way we process your personal information to the Information Commissioner's Office, which is the UK supervisory authority for data protection. Further information can be found on the data protection pages of our website [here](#).