

# PRIVACY NOTICE

## Accommodation Service

### 1. Identity and contact details of the Data Controller

The University of Gloucestershire is registered with the Information Commissioner's Office as a Data Controller and is committed to protecting the rights of individuals in line with Data Protection legislation.

A copy of this registration can be found [here](#).

### 2. Contact details of the Data Protection Officer

The Data Protection Officer is responsible for advising the University on compliance with Data Protection legislation and monitoring its performance against it. If you have any concerns regarding the way in which the University is processing your personal data, please contact the Data Protection Officer at:

Data Protection Officer  
University of Gloucestershire  
Registrar's Directorate  
Fullwood House  
The Park  
Cheltenham, GL50 2RH

Email: [dpo@glos.ac.uk](mailto:dpo@glos.ac.uk)

### 3. What information do we collect about you?

The University Accommodation Service holds data provided by you at the point of application, and subsequent communications. Our records include:

- Personal identifiers and biographical information (e.g. your student number and your date of birth);
- Contact details (e.g. your address, email and telephone numbers);
- Special category (sensitive) personal data (e.g. details of special requirements for room allocations, notes written by staff members following meetings, emails you have sent to us);
- Information about your personal circumstances that you have shared with us;
- Study related information (e.g. course, level of study, campus);
- Bank details when setting up direct debits.

### 4. How will your information be used?

The Accommodation Service uses your data to enable us to process your application, offer appropriate advice and support to you, and manage the contract, including;

- To manage your application including assessment of eligibility for accommodation;
- Allocating a room that meets your needs wherever possible;
- To establish special requirements and medical needs to ensure appropriate allocation;
  
- Manage your contract, including collection of payments as appropriate;
- To contact you in regards to breaches of terms and conditions of your halls contract;

- Recording communications as an aide memoire for Accommodation staff;
- Ensuring we are meeting our safeguarding requirements;
- Monitoring of anonymised data to identify trends and allocate resources appropriately;
- To keep you up to date with relevant information in regards to halls.

## 5. What is our lawful basis for processing your personal data?

We will only collect and use your personal information when we have at least one legal basis to do so. We process your personal data in the following ways:

- To fulfil our contractual obligations to you;
- To protect your vital interests, or those of a third party (for example, in the case of a medical emergency);
- Where it is necessary for University's legitimate interests, or those of a third party, and your interests and fundamental rights do not override those interests;
- In order to perform a task carried out in the public interest;
- Where the University needs to comply with a legal obligation (for example, the detection or prevention of crime);
- Where you have given us your consent.

## 6. Who receives your information?

We may share your personal data in limited circumstances where it is lawful and legitimate for us to do so. The following is a list of organisations with which we may share information. It is not an exhaustive list, but any organisation with which we share information will have confirmed their compliance with the GDPR.

- Our administrative / IT staff associated with accommodation services;
- Statutory Government bodies;
- Local Authorities (electoral role);
- Internal and external auditors;
- Software providers;
- Relevant authorities dealing with emergency situations at the University;
- Any other authorised third party to whom the University has a legal / contractual obligation to share personal data with.

Please note that in emergency situations where the University deems it to be in your (or a third party's) vital interests, the University may share your personal data, including sensitive personal data with relevant individuals / agencies, e.g. the Police.

## 7. Transfers to third countries and safeguards in place

Your personal data will not be transferred outside of the European Economic Area.

## 8. How long will your information be held?

The Accommodation Office will retain your personal data for a period of up to 6 years after you graduate or leave the University. Your data will be held in line with the University's retention schedule, which is available to view [here](#).

## 9. What are your Rights?

Under Data Protection Legislation you have the following rights:

- to request access to, and copies of, the personal data that we hold about you;

- to request that we cease processing your personal data;
- to request that we do not send you any marketing communications;
- to request us to correct the personal data we hold about you if it is incorrect;
- to request that we erase your personal data;
- to request that we restrict our data processing activities (and, where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal);
- to receive from us the personal data you have provided to us, in a reasonable format specified by you, to another data controller;
- to object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights and freedoms.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

Any requests or objections should be made in writing to the University's Data Protection Officer, using the contact details in Section 2 of this Privacy Notice.

## **10. How to make a complaint**

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact the University's Data Protection Officer using the contact details in Section 2 of this Privacy Notice.

If you still remain dissatisfied, then you have the right to apply directly to the Information Commissioner's Office (ICO) for a decision. The ICO can be contacted at:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)