

PRIVACY NOTICE

Future Plan Employability Team

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

3. Where does the University's Future Plan Employability Team obtain your personal data from, and what data do we collect about you?

The Future Plan Employability Team obtains personal data about you from a number of sources:

- Information provided by you on your enrolment with the University – selected data is provisioned from the Student Record System (SITS) to the team's client relationship and content management systems CareerHub and Abintegro, branded locally as the [Future Plan Portal](#) and [Careers Explorer](#). Provisioned data includes:
 - Your name, your unique student number, your date of birth and student ID card photograph;
 - Your term time address and contact details including telephone number(s) and email address(es);
 - Your study details including Campus, School, Subject Community, Course, Modules and Personal Tutor;
 - Special category (sensitive) personal data relating to whether you have opted in to receive additional support, or because you may be entitled to bespoke services and resources such as eligibility to apply for a work experience bursary, due to your Widening Participation background – you will have a 'WP label' but Future Plan Employability Team staff will not know why you have a 'WP label'.
- Information provided by you in your interaction with the service, such as booking in to [appointments](#) and [events](#), using the [Ask a Question service](#), expressing [Preferences](#), viewing [opportunities](#) and other interactions. Data includes:

- Special category (sensitive) personal data that you disclose such as why you are seeking employability support, details of support you have had in the past, and information about your personal circumstances. Future Plan Employability staff write journal notes and emails following appointments and other interactions, some of which are shared with you as '[Consultation Notes](#)'. Special category data is compartmentalised within CareerHub software through the use of 'Work groups' with roles and permissions assigned to staff in a proportionate and appropriate way to restrict visibility of data to only those that need to see it;
- Information relating to your employment applications and working history, particularly for credit-bearing placement activity and Future Plan internships, such as evaluations provided by you and to the University by an employer;
- Management information collected during your use of the service such as login, viewing and booking activity, and form submissions.

4. The purposes for which we process your personal data

The purposes for which we may use your personal data, including special category personal data, during your engagement with the Future Plan Employability Team include:

- To facilitate supporting your careers, placements, internships, volunteering and broader employability activities, including the provision of careers education, information, advice and guidance services;
- To promote and administer the financial aspects of work experience bursaries or any other bursaries for which you are eligible;
- To manage your use of the Future Plan Portal and Careers Explorer;
- To manage your participation in appointments and events;
- To enable effective communications with you, including distributing tailored information via email and onscreen notifications, and we provide you with the ability to manage your own [Communication Settings](#);
- To operate quality assurance processes and arrangements;
- To seek and analyse your feedback;
- To produce management information and research for internal and statutory reporting purposes;
- To monitor the Team's performance, including for equalities legislation;
- To let you know about other opportunities, events and activities which may be of benefit to you.

This is not an exhaustive list of all the ways in which your personal data may be processed by the Future Plan Employability Team.

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

We may process your personal data as it is necessary for the performance of a contract between you and the University or in order to take steps at your request prior to entering into a contract. We may also process your personal data in order to support you in your first three years after graduation. In these instances, we use your personal data for:

- Providing you with services as set out in the Student Contract
- Dealing with any concerns or feedback you may have
- Any other purpose for which you provide us with your personal data

We may also process your personal data because it is necessary for the performance of our tasks carried out in the public interest or because it is necessary for both our or a third party's legitimate interests. In these instances, we may use your personal data for the following:

- To provide you with employability support services;
- To monitor and evaluate the performance and effectiveness of the Team;
- To maintain and improve the professional management of the University's Future Plan offer;
- To promote equality and diversity throughout the Team's operations to ensure our provision is proportionate and appropriate to the needs of different groups of students;
- To seek advice on our rights and obligations, such as where we require our own legal advice;
- For Alumni activities.

We may also process your personal data for complying with our legal obligations. In this respect, we may use your personal data for the following:

- To meet our compliance and regulatory obligations, such as conducting the Destinations of Leavers from Higher Education (DLHE) and Graduate Outcomes surveys for the Higher Education Statistics Agency (HESA);
- For equal opportunities monitoring including our obligations for reporting to the Office for Students;
- To help us make reasonable adjustments for any disability, as requested by you.

Information relating to conditions for processing can be found on the [ICO's website](#).

6. Who your personal information is shared with?

Access to personal data stored in CareerHub and Abintegro is limited to the Future Plan Employability Team, and selected colleagues elsewhere within the University, who require such access in relation to their role

For the purposes set out in this Privacy Notice we may share some of your personal data with certain third parties, which may include:

- The Students' Union (SU) to enable the provision of joint initiatives
- University academic schools and professional services departments for the delivery of Your Future Plan activities
- Organisations with an interest in tracking student progress and attendance including employers for their placements and profile raising activities, and mentors for their mentoring activities
- Third parties who are contracted to work on behalf of the University's Future Plan Team including software suppliers CareerHub and Abintegro in order to provide technical support (such as resolving technical faults and to create bespoke reports)
- Selected Future Plan events may be recorded and made accessible to relevant students, graduates and staff
- Placement and broader work experience providers involved in course provision where this is necessary for the delivery of the programme of study

This is not an exhaustive list and such third parties may have access to student data only for the purpose of performing their function.

7. Transfers to third countries and safeguards in place

Your personal data is held on servers at the University of Gloucestershire. Some of the personal data we process about you may be transferred outside of the European Economic Area (EEA). The University has a contract with CareerHub and Abintegro and is satisfied that these software suppliers provide adequate safeguards for personal privacy.

8. How long will your information be held?

The University keeps personal data for as long as it is needed for the purpose for which it was originally collected in accordance with the University's [Records Retention Schedule](#).

On conclusion of your studies, your core student record data (including name, date of birth, attendance dates, award etc.) will be kept indefinitely, i.e. it will become a permanent historical record. This data is retained in order to provide a record of your registration as a student and your achievements at the University, to allow us to respond to requests for information from graduates and other leavers, and to report on attendance and performance or any other relevant aspect of the student body either at course, School, or University level.

You are entitled to receive continued support from the Future Plan Employability Team for up to three years after you complete your programme of study and details of your engagement with the Team during your time as a student will be retained for this three-years post-graduation period.

Some anonymised information may also be retained for statistical purposes.

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 have queries, concerns or wish to raise a complaint regarding the way in which your personal data has been processed you should contact the Data Protection Officer in the first instance, 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