

PRIVACY NOTICE

Student Achievement 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

3. What information do we collect about you?

The Student Achievement Service uses the Future Plan Portal for the administration of its appointments and workshops. Personal data is auto-provisioned from the SITS Student Records system and includes data provided by you at enrolment with the University. Our records include;

- Personal identifiers and biographical information (e.g. your student number and date of birth);
- Contact details (e.g., your address, email and telephone numbers);
- Study related information (e.g., course, level of study, campus, and areas of interest disclosed when registering with the Future Plan Portal);
- Information disclosed by you in any email correspondence sent to us will be held if it is necessary to signpost you to the most suitable area of support.

4. How will your information be used?

Student Achievement will use your data to offer appropriate support to you, including:

- Responding to requests for advice and guidance;
- Offering tailored and specialist support;
- Scheduling appointments and workshops;
- Recording notes of advice and guidance from appointments for staff in ongoing academic writing development;
- Recording progress and outcomes of actions and development plans agreed where relevant;
- Ensuring we are meeting our safeguarding requirements;
- Responding to any complaints you make about our services;

- Monitoring, evaluating, auditing and developing our services – data will be anonymised.

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

Personal information disclosed to us will not be shared with other University staff or external organisations without your specific consent. We will process your data as a student at the University, in supporting/advising you and providing access to Student Services Departments and other University Services where relevant.

We may process your personal data for the following purposes:

- The performance of your student contract;
- It is necessary for the purposes of the legitimate interest of the University or third party subject to overridden interests of the data subject, for example, to the police or other regulatory body where pursuant to the investigation or disclosure of a potential crime;
- It is necessary to protect your or another person's vital interests.

6. Who receives your information?

Where necessary, personal information will be shared internally within Student Services with appropriately trained staff and with other departments across the University such as Student Records, the Students' Union, Finance and Academic Schools. Information will not be disclosed to third parties without your consent.

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?

Student Services will retain your personal data for a period of 6 years after you graduate or leave the University.

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 above.

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