

The Students' Union Advice Service

Privacy Notice

Falmouth & Exeter Students' Union ('the SU') is a data controller and is committed to protecting your personal data and working in accordance with all relevant data protection legislation. Your data is collected so we can set up relevant and timely support, so you can make the most of your academic studies. This privacy notice explains how the SU's Advice Service ('the Advice Service') processes and uses the personal data we collect from current and prospective students.

What data do we hold?

The Advice Service may hold data relating to you from a number of sources. Some of the data we hold on students is data that you provided to your University¹, either before you commenced your studies or during your time as a student and which, in turn, the University has provided to us². Other data is data that you provided to the Advice Service direct. This may include any forms you complete for us, documents including medical evidence/diagnosis of a disability, study needs assessment reports), appointment details, calls and emails.

Our records include:

- Personal Identifiers and biographical Information – for example your student ID number and your date of birth
- Contact details – for example your address, email address and telephone number
- Sensitive personal data -for example, information you have told us about your case
- Dates of meetings held with you
- Family details – for example details of other family members with whom you have given us consent to liaise

How do we use your data?

The Advice Service primarily uses your data to set up relevant and timely support, enabling you to focus on your academic studies and make the most of your time at university. Examples include:

- Offering you an appointment that is suitable to your needs and requirements
- Sending you information on how to set up support both within the Advice Service and externally if appropriate
- Advising and assisting you in relation to the issues that you have raised with the Advice Service.

These activities are essential to our service offering and all communications are intended to be respectful and sensitive to students seeking support from the Advice Service, or who may have been referred to our service by University staff or other third parties.

The Advice Service may communicate with you by telephone, text, email, post or other electronic means.

¹ i.e. University of Exeter or Falmouth University

² The SU has data sharing agreements with each of the University of Exeter and Falmouth University. To request a copy of that agreement, email the SU at dataprotection@thesu.org.uk

The Advice Service also collects routine statistical information about each contact made which is later anonymised and analysed for audit and evaluation purposes. This information may subsequently be summarised and interpreted in Advice Service and the SU reports. Care is taken to ensure no individually identifiable information is disclosed.

In exceptional circumstances where we are concerned about your safety/wellbeing or consider you to be a risk to yourself or others we may share limited information both internally and with relevant third parties (for example ambulance, police, NHS trusts etc.) to ensure appropriate support is available.

How will we share your data?

Other than with your written authority (or other than in **exceptional circumstances** as outlined below), the Advice Service will not disclose your personal data to third parties. You will be asked to sign a 'Consent to Liaise' form, on which you confirm whom we may or may not contact. In other instances, you may be asked to email us with the name of the person with whom you wish us to liaise.

How do we protect your data?

Any information disclosed to the Advice Service is stored within the Compass Online data system operated by FX Plus³. The databases are accessible to all Advice Service staff.

Any routine statistical information for service reports is anonymised before analysis.

In most instances, we will keep your data on our database for 7 years, following our last year of contact with you.

Your rights and preferences

If you ask the Advice Service to delete your data, we will consider this on a case-by-case basis. However, for compliance/legal reasons we will be unable to remove all records of the support you have received.

Other information

This Privacy Notice will be kept under review and will be formally reviewed on a yearly basis. Any changes will be updated on our website and communicated to you as appropriate. This Privacy Notice was last updated in May 2018.

You have the right to:

- Ask to see, correct or delete the data we hold about you
- Object to specific data uses, as described above
- Ask for the transfer of your data electronically to a third party

The SU's Chief Executive Officer (CEO) is responsible for monitoring compliance with relevant legislation in relation to personal data and can be contacted at dataprotection@thesu.org.uk. You can also contact the SU if you have any queries or concerns about the Advice Service's processing of

³ FX Plus Limited is a company owned jointly by the University of Exeter and Falmouth University for the purpose of delivering shared services to their respective students

your personal data. You have the right to lodge a complaint with the Information Commissioner's Office at www.ico.org.uk/concerns.

Further information

If you have any questions regarding this privacy notice please contact the SU on 01326 255861 or by emailing dataprotection@thesu.org.uk.