

Student Engagement Data Privacy Notice

This Privacy Notice explains how we, University College Birmingham (the “**University**”) of Summer Row, Birmingham, B3 1JB, telephone number: 0121 604 1000, use the personal data we collect. The University collects personal data from you during enrolment that may be used to monitor your engagement with university resources, and to offer appropriate support. This personal data may be added to information from other support teams within the University, and activities that you engage with while at the University.

Information is held on various systems within the University and, in some cases in the cloud or in paper form. All of the information we hold is held securely and only authorised staff can access it with password protected login credentials. We are the data controller for such personal data relating to you and this Privacy Notice explains how we will process your personal data. The information that we collect will be held in accordance with General Data Protection Regulation 2016/679 (the “**GDPR**”) and the Data Protection Act 2018. The University’s Data Protection Officer is the Head of Information Services:

Ruth Cartwright

Address: University College Birmingham, Summer Row, Birmingham B3 1JB

Email: dataprotection@ucb.ac.uk

Telephone: 0121 604 1000

There are certain principles that the University must adhere to. This means that we will make sure your information:

- Is treated fairly and is only used for the purposes for which we have collected it and for which we have a legal basis for processing.
- Will only be used for the purposes for which it was collected, unless we ask your permission to use it for something else.
- Will not be excessive. i.e. We will not hold information about you that we do not need.
- Will be accurate. You can help us with this by making sure your details are correct by emailing the Student Engagement team any updates to your information.
- Will not be kept longer than is necessary.
- Will be kept securely so that there is no loss of data or data breaches. Personal data is kept on secure servers and any hard copies are kept in secure locations. Only authorised people have access to your personal information. We will ensure that, where personal data is shared or stored outside of the European Union, there are appropriate safeguards in place to protect your personal data. Any third party organisations that hold personal data (e.g. cloud hosting, agents) will have confirmed their compliance with GDPR before data is processed.

You have certain rights as a data subject under the GDPR. This means that you have:

- The right to gain access to your personal data – You can ask us what information we hold on you.
- The right to rectification – You can ask us to put right any information that you believe is incorrect or where appropriate, given the purposes for which your data is processed, the right to have incomplete data completed.
- The right to erasure – You can ask for information to be removed, although this is a limited right which applies, among other circumstances, when the data is no longer required or the processing has no legal justification. There are also exceptions to this right, such as when the processing is required by law or in the public interest.
- The right to restrict processing – If you feel you are being disadvantaged by us holding information that is inaccurate, you can ask us to stop processing it until we fix it, or come to an agreement.
- The right to data portability – You can ask us to extract your information so that you can use it elsewhere.
- The right to object – You can object to us processing your data for marketing purposes. You can also object to us processing your data when such processing is based on the public interest or other legitimate interests, unless we have compelling legitimate grounds to continue with the processing.
- Where the legal basis for processing your personal data is based on your consent, the right to withdraw your consent at any time.
- Rights in relation to automated decision making and profiling – However, the University will never make any decisions about you without any human intervention.

For any information on your rights, or if you have questions or concerns, please contact the Data Protection Officer at dataprotection@ucb.ac.uk

You also have the right to complain to the Information Commissioner's Office (ICO) if you feel that the University is not processing data correctly. You can make a complaint on the ICO's website: <https://ico.org.uk/>.

Why does the University need information about you and what is the purpose of our processing?

We only process data for specified purposes and if it is justified in accordance with data-protection law. We will process your personal data for the following purposes:

- To monitor your engagement with university resources to allow an understanding of where and how the University can support students proactively.
- Contact you if there are any concerns regarding your progression through university.
- Documentation will be kept of meetings held between students and the Student Engagement team
- Some data will be used in analytical reports.

What personal data do we hold?

Personal Details

Name, Date of birth, address, ethnicity, disability, health, gender, contact details, parental consent, parental occupation, attendance data, Canvas activity, online library activity.

CCTV

CCTV is used within the University for security reasons and your image may be recorded.

How long will we hold your data?

Information held on people interacting with the Student Engagement team will be deleted from our systems after 4 years.

Hard copies of student information will be destroyed annually.

CCTV data will be deleted after 31 days.

Who might we share your information with?

On occasion we may need to share your data internally and with third parties to provide you with the best quality services and support with third parties where required by law, where it is necessary to administer the working relationship with you or where there is another legitimate interest in so doing including, but not limited to, for joint appointments with other external organisations. 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 Data Protection Regulations.

- Our administrative/ IT staff associated with Student Engagement team
- Other teams within Student Services and Wellbeing and other professional services departments, e.g. Learning Services, including Disability and Neurodiversity Support
- School
- NHS and External Mental Health Services (with your permission)
- University of Birmingham and or the University of Warwick
- Organisations recruited to assist with mentoring programmes in the future
- The Office for Students (OFS) or any independent evaluators appointed by them
- Software providers that the University use may need access to resolve IT issues.
- Any other authorised third party to whom the University has a legal/contractual obligation to share personal data with, e.g. the UK Border Agency.

Legal Basis

The legal basis under which we process your personal data is as follows:

Processing is necessary for the performance of a contract (see GDPR Article 6(1)(b)) or to take steps to enter into a contract.

<i>Version Number</i>	<i>Date Last revised</i>	<i>Revised By</i>
1.0	23/05/2018	DPO
1.1	20/06/2018	DPO
1.2	20/04/2020	DPO
1.3	10/06/2021	DPO/ST
1.4	07/09/2022	DPO/SD
1.5	08/08/2024	LW
1.6	22/10/2024	BP