

Learning Services 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 information from you when you use the University’s Academic Skills Centre. 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 personal data 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 Student Records and Academic Registry

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 could help us with this by updating your details with us.
- Will not be kept longer than is necessary, although some of the data will be archived so that we can still confirm attendance and achievement in the future.
- 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 and stored outside of the European Union, there are appropriate safeguards in place to protect your personal data.

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 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's Learning Services directorate need information about you and what is the purpose of our processing?

1) Appointments:

We only process data for specified purposes and if it is justified in accordance with data-protection law. The University collects information from you when you book an appointment with the Academic Skills Centre (for example, with an Academic Development Tutor, English Development Tutor, Academic Librarian, Specialist Support Tutor or Academic Support Worker). We will use the information that you give us for the purposes of confirming your appointment time and reminding you of your appointment. We may also use this data to track usage of our appointments service. We also collect data for any workshops we run.

2) Assessments

We only process data for specified purposes and if it is justified in accordance with data-protection law. The University collects information from you when you complete a screener or an access arrangements assessment with the Disability Support team, or the English Proficiency Test. Once you have been assessed, all assessment notes and paperwork will be held as detailed below.

3) Individualised Academic Support

We only process data for specified purposes and if it is justified in accordance with data-protection law. When studying at University College Birmingham, we will collect and/or share your information for the purpose of providing individualised, academic support. Information shared during the application stage may be shared through UCB systems to ensure only relevant staff members have all information regarding any learner support you may need.

What personal data do we hold?

The data that we may hold for the Academic Skills Centre as follows:

Biographical Details:

Name, date of birth

Contact Details:

Email address, phone numbers

Course Details

Which course you are doing, year of programme, ID Number

Medical Details

Any details you give us regarding your medical history and how this may have affected your learning:

- Information discussed at interview
- Supporting documentation which provides evidence of a specific learning need, disability or health condition.
- Information contained in your Education, Health and Care Plan, or other related document such as a Statement of Special Education Needs.
- Information received from Student Finance England
- Information received from external providers and agencies providing in-class support
- In order to take the UCB Online English Proficiency test, the University will be required to collect biometric data. This will include photographic data (for example an ID card or a passport) and a multimedia recording of each of the exams. The recordings will be stored in digital format for at least five years. An electronic copy of each exam, along with a digital record of your name and exam results will also be stored for at least five years. This information is retained for Home Office inspection purposes.

Assessment Details

All scores relating to reading, writing, spelling and processing ability which are produced during the assessment, plus any qualitative information provided by you during the assessment.

Data will be held securely and may be included in the following systems:

SimplyBookMe
HE tutorial system
CASE tab on the student dashboard
ProMonitor (for FE students)
Access Arrangements Online
Google Docs
Sonocent Glean
Quickscreen (screener software)

How long will we hold your data?

Personal data collected during the appointment process is destroyed after three years.

Assessment paperwork and individualised academic support data will be destroyed after 7 years.

Any student data from applying to use the Assessment service (Screener form) that did not result in an assessment will be destroyed at the end of each academic year.

Who might we share your information with?

On occasion we may need to share your data internally and with third parties. 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.

- The University lecturing staff regarding attendance at the Academic Skills Centre
- Software Providers that the University use may need access to resolve IT issues. (including SimplyBookMe, Grammarly, Canvas, HE tutorial system, Sonocent Glean, Quickscreen, Access Arrangements Online)
- 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 potentially 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.

Legal Basis

The legal basis under which the University's Academic Skills Centre processes personal data is as follows:

Your consent is required for processing personal data in order to utilise the service (See GDPR Article 6(1)(a)). It can be withdrawn at any time.

Personal data relating to your health will only be held with your explicit consent to its processing (see GDPR Article 9(2)(a)).

In some circumstances, processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Data Controller (see GDPR Article 6(1)(e)). This will be where we have concerns about fitness to practise or the safety of third parties.

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