

Student Casework Privacy Notice

All personal information gathered and held by York St John University is treated with the care and confidentiality required by the General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This privacy notice sets out the ways in which York St John collects, uses, stores and shares your data for the purposes of student casework, and details the rights you retain in relation to your personal information.

Who are we?

For the purposes of processing your personal information in this instance, the data controller is York St John University, Lord Mayor's Walk, York, YO31 7EX. The University's Data Protection Officer is the PVC Governance and Student Life, York St John University, Lord Mayor's Walk, York, YO31 7EX, tel: 01904 626844, email: gov.compliance@yorks.ac.uk.

What kind of data are we collecting?

For the purpose of student casework, the data we collect is detailed within the forms you send us, for example an appeal form, and in the supporting evidence you provide. This may include your name, date of birth, student ID number, email address, visa information, data relating to disabilities and/or health issues, and information you provide within your statements of appeal or complaint.

What legal basis do we have for processing your personal data?

The GDPR requires us to establish a legal basis for processing your information. For the purpose of appeals and complaints, the processing is covered under GDPR Article 6 (1)(a) where processing is based on consent and the controller shall be able to demonstrate that the data subject has consented to processing of their personal data. By providing us with this data, you consent to the processing of your personal data by York St John University. You have the right to withdraw your consent at any time and can do so by emailing the University at gov.compliance@yorks.ac.uk.

Where special category data is collected, such as data relating to your health, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetics, biometric identification, sex life, and sexual orientation, we are required to establish an additional condition for processing the information. For the purpose of appeals and complaints, the processing is covered under GDPR Article 9 (2)(a) where the data subject has given explicit consent to the processing of those personal data for one or more specified purposes.

Please note that if you are providing third party data as part of your appeal or complaint, such as personal data relating to a parent or guardian, you must obtain the

consent of the third party to share their data with York St John University as part of your case.

With whom will the data be shared?

Details of a student's circumstances will be kept confidential, except where the disclosure is necessary to progress the case or implement an outcome or where it is required by law or in the public interest. If there are elements which are particularly sensitive and a student has particular concerns about their confidentiality, the student is welcome to indicate this fact to the Student Casework Manager (casework@yorks.j.ac.uk) who will discuss with the student how disclosure can be minimised.

Anonymised data is used for reporting purposes so that the University can monitor trends. You will not be identifiable in this reporting.

How do we secure your personal data?

In order to ensure that the safety and security of such data is maintained, we will:

- protect data against accidental loss;
- prevent unauthorised access to, use of, destruction of or disclosure of the data;
- ensure business continuity and disaster recovery;
- restrict access to personal information;
- conduct Privacy Impact Assessments in accordance with the law and University policies;
- train staff and contractors on data security; and
- manage third party risks, through use of contracts and security reviews.

How long do we keep your personal data?

Data is held electronically. It is retained for seven years and is deleted from our records at that point.

What are your rights in relation to your personal data?

Under the UK GDPR, you have a right to:

- be kept informed as to how we use your data;
- request a copy of the data we hold about you via a Subject Access Request;
- update, amend or rectify the data we hold about you;
- change your communication preferences;
- ask us to remove your data from our records;
- object to or restrict the processing of your information; and
- raise a concern or complaint about the way in which your information is being used.

Any questions or concerns?

If you have any questions or concerns about the way we are collecting and using your personal data, we request that you contact us at York St John University, Lord Mayor's Walk, York, YO31 7EX, email: gov.compliance@yorks.ac.uk, tel: 01904 624624. If you are not satisfied with the University's response to your queries, you have the right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. Details can be found at: www.ico.org.uk.