



De Montfort Students' Union

Advice Privacy Statement

DSU Advice collects and processes personal details in accordance with the data protection regulations and specifically from 25th May 2018 under the General Data Protection Regulations (GDPR).

Our purposes for collecting and processing your data are as follows - to ensure that we have your contact details, to hold accurate and up to date records on the advice given to you and action we have taken on your case, the ability to investigate and respond to a possible complaint, for quality control, to gain your feedback on our service, to monitor equal access to our service and to record our successes as a department.

The overall responsibility for the collection and processing of personal data DSU Advice is the Advice Manager. They can be contacted at DSU Advice, Campus Centre Building, Mill Lane, Leicester, LE2 7DR and by telephone on 0116 2555576.

Consent / Legitimate interest

DSU Advice has a right to process your personal data under the legitimate interest permissions of the GDPR. This right is derived from the nature of the service we are providing. We deem our legitimate interest to be based on the fact that we cannot provide you with our service if we do not process your data, this processing enables us to review your case to ensure a high standard of service (remedying this directly with you if there is a problem) and processing your data enables us to protect ourselves against any possible complaint. A legitimate interest also gives us the opportunity to provide you with the best possible service by ensuring that any member of DSU Advice can assist you with your case if your adviser is away, the ability to contact you about your case to give a timely update and finally, to provide you with more advice or information about your appointment. We will ask you for your consent to collect and process statistics on your ethnicity background.

Collection and processing of your data

All students who seek and receive advice from an adviser will have a case created under their name which will contain a full record of the advice sought and given alongside any relevant documents given to the adviser by the student or obtained during the course of the case. This will also contain any emails sent to / by any advisers dealing with the case. This record will be held electronically on Advicepro which only DSU Advice staff and receptionists can access. We will discuss the processing of your data with you through the following ways.

When you book an appointment with us, we will ask for your name, telephone number and student number and set up an electronic case on our system. We will also ask you for verbal permission to send you a text appointment reminder as well as whether we can telephone and leave a message if we need to contact you about your appointment.

When you attend your appointment, we will ask you to sign a consent form to confirm that we can 1, allow external auditors from OISC / AQS to audit your files, 2, to contact you to obtain your feedback on the service you have received, 3, to use our case (not using your name) to publicise the success on your case and 4, to gain your consent to hold and process your ethnicity for equal opportunity monitoring processes.

If we speak to you on the telephone or via email, we will ask you to give us permission to process your information for the above four purposes and as soon as is possible, we will ask you to sign our consent form. If this is not possible, we will ensure that we get your express consent verbally.

Access to Data

The only individuals who have access to your personal details are Advicepro (the software case management system used by DSU Advice) and the staff within the DSU Advice department. No one else within DSU Advice has access to your records. As DSU Advice is not part of the University, De Montfort University (DMU) does not have access to our system.

We will not share your data with any university staff or third party without your express permission (unless we feel there is a need to breach your confidentiality in accordance with our confidentiality policy).

We will seek your consent to share personal information and documents with DMU and any other relevant third parties. We will only do this through necessity and to further your case and this will not be done without your adviser discussing this directly with you prior to this occurring.

Holding and destruction of personal data

All advice records are kept for six complete years from the last contact a student is given advice / casework action is taken with / by DSU Advice. At the reaching of six years, all personal data is destroyed. The only exception to this is when a student books an appointment, a record created for them but they do not attend their appointment. Their personal data is deleted within one month of their booking the appointment or at the end of the nearest calendar month, whichever is sooner.

Right to withhold /withdraw consent

If contacting us for the first time you wish to withhold consent to process your personal data, please tell your adviser / receptionist. This could affect the service you receive from us - please see the below section on anonymous enquiries.

If you wish to withdraw consent, then you should put your request in writing to the Advice Manager being specific as to what area(s) you wish to withdraw your consent from and your request will be

considered within two weeks. Withdrawing consent will not mean that all records DSU Advice hold will be deleted, only a successful right to be forgotten request will enable this.

We have the right to continue to hold records on you through our legitimate interest rights even if you choose to not give consent or withdraw this at a later stage. This will not be the case however regarding your ethnicity which DSU Advice cannot hold without your express consent.

Anonymous enquiries

You have the right to seek information from us without giving us your personal details and this can be done by appointment. However if your query involves individual, tailored advice to you on your personal situation and you do not consent to DSU Advice holding your personal details and creating a confidential Advicepro record, we have the right to refuse to give you advice. This decision will be taken to protect the department against a possible complaint that we have no ability to defend ourselves against.

Right to request a copy of personal data

You have the right to request a copy of all of the personal data DSU Advice hold about you. A request for this should be submitted in writing to the Advice Manager either in letter or email form. Such a request will be considered by the Advice Manager and acted on within one month. This information will be in a portable form and contain all data held on you unless there are legitimate justifiable reasons as to why this cannot occur.

Details of transfers of personal data to countries outside the EU

DSU Advice uses Survey Monkey to gain feedback from our students. Survey Monkey holds personal data on its servers in the United States. However they are certified under the EU-US Privacy Shield Program.. The EU-US Privacy Shield Program legalises the transfer of personal data from the EU to the United States. Survey Monkey is certified under and complies with the EU-US Privacy Shield Program and its principles as set forth by the US Department of Commerce and the European Commission regarding the collection, use, and retention of personal data from EU member states.

We will ask for your consent to seek your feedback through Survey Monkey and if you do not consent to the processing of your data in this, you are able to provide feedback to us verbally or in writing if you so wish.

Right to be forgotten

You have the right to request to be forgotten and to do this, you will need to place your request in writing to the Advice Manager. Your request to be forgotten will be considered and the decision on whether this will be granted will be communicated within two weeks from when the request was received. Your right to be forgotten will be retained for six years and will be retained only by the Advice Manager. The right to be forgotten if approved will be actioned within two weeks and all personal information about you on Advicepro will be deleted.

Right to lodge a complaint

If you are unhappy with the processing / retention of your personal data by DSU Advice and a discussion with DSU Advice fails to resolve this, you have the right to lodge a complaint with the supervisory authority which is the Information Commissioner's Office.