

De Montfort Students' Union

Advice Data Privacy Statement

In this statement, 'DSU Advice' refers to the Advice & Wellbeing team within De Montfort Students' Union.

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

Our purposes for collecting and processing your personal data are as follows:

- To ensure that we have your contact details.
- To ensure that we hold accurate and up-to-date records on any advice we have given to you and the action(s) we have taken in relation to your case.
- To have the ability to investigate and respond to any potential complaints.
- For quality control purposes.
- To gain your feedback on our service.
- To monitor equal access to our service.
- To record our successes as a department of DSU.

The person with overall responsibility for the collection and processing of your personal data by DSU advice is the Advice & Wellbeing Manager. They can be contacted via the following methods:

Post:

DSU Advice,
Campus Centre Building,
Mill Lane,
Leicester,
LE2 7DR.

Email:

dsuadvice@dmu.ac.uk

Phone:

0116 255 5576

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 that we provide. We deem our legitimate interest to be based upon the fact that we cannot provide you with the service if we are not able to process your data. The processing of your personal data enables us to review your case and ensure a high standard of service, addressing any problems with you directly, should they occur. The processing of your personal data also allows us to protect ourselves against any potential complaint(s).

Our legitimate interests also include being able to provide you with the best possible service by

ensuring that any member of DSU Advice is able to assist with your case in the event that your designated adviser is away; having the ability to contact you in order to provide updates on your case; and being able to provide you with advice and information regarding your appointment(s) with us.

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, and any emails sent to / by any advisers dealing with the case. Any data gathered will be stored electronically on Advicepro, our case-management software, which can only be accessed by approved members of the DSU staff team (advice staff for case handling and reception staff for administration purposes). Whenever your personal data is stored on third-party servers, such as those of Advicepro, it will be stored securely and in accordance with GDPR.

We will discuss the processing of your data with you in the following ways:

- When you book an appointment with us, we will ask for information that is essential to the furtherance of your case. This may include personal data, such as your contact information and information relating to your studies and individual circumstances. We collect this data so that we can process your enquiry and set up an electronic case file on our system. We may also ask you for permission to send you an appointment reminder via text message, or to call you and / or leave a message in the event that we need to contact you regarding your appointment.
- When you attend your appointment, we will ask you to sign a consent form to confirm that we can:
 - Allow external auditors from to audit your files to identify best practice.
 - Contact you in order to obtain your feedback on the service that you have received.
 - Publicise the success of your case (without using your name or any personally identifiable information).
 - Store and process information regarding your personal characteristics for equal opportunities monitoring purposes.
- If we speak to you on the telephone or via email, we will ask you to provide us with written permission to process your personal information for the purposes outlined above or to complete our written consent form as soon as possible. This is essential for us to deliver our service to you.

Access to Data:

The only individuals who have access to your personal data are those who have a need to access it in order to process your enquiry and advise you in relation to your case. DSU is an independent organisation and not part of De Montfort University (DMU), and as such, DMU does not have access to our system. We will never share your personal data with any member of DMU staff, or any third party, without your express permission, unless, in very specific circumstances, we are compelled to do so in order to comply with our legal obligations (such as the provision of information to law enforcement agencies, in response to a court order).

In relation to the sharing of your personal data with any member of DMU staff, we will only do so in order to further your case, and we will always seek your consent before doing so.

Retention and Destruction of Personal Data:

All advice records are kept for six years from the date of the last contact a student has with / receives advice from DSU Advice, or from the last date when work is undertaken by DSU Advice in relation to a particular case (whichever is the later). After this period, all personal data is destroyed.

Right to Withhold / Withdraw Consent:

If when contacting us for the first time you wish to withhold consent to the processing of your personal data, please let your adviser know. Please be aware that this may affect the service we are able to provide you with. (Please see 'Anonymous Enquiries', below, for further information.)

Anonymous Enquiries:

You have the right to seek information from us without giving us your personal data, and this can be done by appointment. However, if you require individual, tailored advice to you on your personal situation and you do not consent to DSU Advice processing and storing your personal data, or to the creation of a confidential Advicepro record relating to your case, we reserve the right to refuse to advise you. We may make this decision at our discretion, to protect ourselves against any potential complaint that we would be unable to defend ourselves against.

Right to Request a Copy of Personal Data:

You have a right to request a copy of all of the personal data that DSU Advice holds about you. A request for this data can be made in writing to the Advice & Wellbeing Manager by letter, email, or in person at the DSU reception, located on the ground floor of the Campus Centre Building. (For further direction upon where to submit your request, please refer to the contact details listed above.) Such a request will be considered by the Advice & Wellbeing Manager and will be acted upon within one month of the date of submission. Your information will be provided to you and will contain all of the data that we hold 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 SurveyMonkey to handle some aspects of the processing of enquiries and feedback submissions. SurveyMonkey holds personal data on its servers in the United States of America, 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. SurveyMonkey complies with the principles of this program, 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.

Right to be Forgotten:

You have the right to request to be forgotten. To do this, you will need to submit a request in writing to the Advice and Wellbeing Manager. For more details, please refer to the contact details listed above). The Advice Manager will consider your request and advise you upon the outcome within two weeks of receipt. Your right to be forgotten, if approved, will then be actioned, and all personal data held by DSU Advice that relates to you will be deleted. (This may take up to a further two weeks to complete.)

Right to Lodge a Complaint:

If you are unhappy with the processing and 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 in this case is the Information Commissioner's Office.