



Your rights under GDPR

Our Advice Service Commitment

The General Data Protection Regulation (GDPR) is the first major change to data protection legislation since the Data Protection Act 1998. GDPR comes in to force on 25th May 2018 and gives data subjects more control over their data. To comply with this legislative change ARU Students' Union Advice Service has reviewed which data it processes, how it is processed and why. When we handle and store students' personal information we follow the law.

When we ask you for personal information we promise to:

These include:

- Explain why we need it
- Only ask for what we need
- Treat it as confidential

When we record and use your personal information we promise to:


- Only access it when we have a valid reason to do so
- Only share what is necessary and relevant
- Protect it online and in hard copy
- Not sell it to commercial organisations

Definitions


Data Subject (student): the individual that is a subject of any personal data, e.g. the student accessing ARU Students' Union Advice Service

Data processor (ARU SU Advice Service): responsible for processing personal data on behalf of a controller

Data controller (ARU SU Chief Executive): determines the purposes and means of processing personal data



Data Subject (student): the individual that is a subject of any personal data, e.g. the student accessing ARU Students' Union Advice Service.



Processing: any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Personal data: any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Consent of the data subject means any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

Special category data: Data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

Giving your consent

When you contact ARU Students' Union Advice Service, we keep a record of contacts made to our service and we will require consent from students to use their data in a certain way. ARU Students' Union Advice Service has a strict Confidentiality Policy and Code of Practice allowing for breaches of confidentiality when there is a risk of harm, a safeguarding concern, fraud or acts of terrorism. If none of these are applicable, ARU Students' Union Advice Service can only share a student's data or contact a third party with the students' written consent.


- Consent will be sought from students with regards to permitting an AQS (Advice Quality Standard) auditor access to view their case/enquiry and if they permit ARU Students' Union.
- Advice Service to use their anonymised enquiry/case to showcase and promote the work we do to our key stakeholders.
- Consent is also required when students provide special category data on the casework form so students are aware of why we are asking for the data.
- Students can withdraw their consent at any time by contacting ARU Students' Union Advice Service directly.

What you're agreeing to

When you contact ARU Students' Union Advice Service, you are agreeing that our Advisers can set-up a case file for you on our confidential case management system 'MSL Case Manager' using the identifying information you give us.

You're also agreeing that we can record identifying personal information such as your name, contact number and email address on our check-in database.

Refusing to give this information does not bar you from accessing our service, however we will explain to you that we have a legitimate interest in recording information that will help us to demonstrate what advice we have given to students should any issues arise. We will explain to you what this means and how your information will be recorded.



When you contact ARU Students' Union Advice Service, we keep a record of contacts made to our service and we will require consent from students to use their data in a certain way.

How to withdraw your consent

There are different reasons you may wish to withdraw consent, some of the reasons are listed here:

- If you wish to withdraw your consent for ARU Students' Union Advice Service to contact you in relation to your case, you can email your Adviser or you can email the Advice Service Manager asking them not to contact you. They will respond telling you that they will not communicate with you any further and will then stop contacting you.
- If you wish to withdraw your consent for ARU Students' Union Advice Service to contact you for feedback about our service, you can email your Adviser or you can email the Advice Service Manager asking them not to contact you.
- If you wish to withdraw your consent for ARU Students' Union Advice Service to act on your behalf if actions have previously been agreed but not yet carried out, you can email your allocated Adviser or the Advice Service Manager asking them to stop acting on your behalf.
- If you wish to withdraw your consent for ARU Students' Union Advice Service to hold specific information on you, you should email your allocated Adviser to discuss your options.

ARU Students' Union Advice Service may need to retain information because we have a legal obligation to do so, or because to not hold the information may impact on our ability to help you in future or to document what work we have done to support you if there is any dispute about this e.g. a complaint or disciplinary matter.

How we'll use your personal data

We will use your personal data to do the following:

- Set up a case or enquiry record for you on our secure casework management system so that we can track the work we have done with you and so that we can monitor and review your case as appropriate to ensure we are supporting you fully.
- To contact you regarding any actions or support we have agreed to provide you with, and to follow-up with you about your case.
- To provide appropriate advice that is based on the information you tell us.
- To contact anyone at ARU or externally who you have agreed that we can contact.
- To provide anonymous statistical information to help develop our advice service for students.

In rare cases, we may breach your confidentiality or share your information without seeking your permission. This may happen in the following circumstances:

- If we believe that you may be at risk of harming yourself or someone else
- If we believe that a child or vulnerable adult is at risk based on information you have given to us
- If we are required to do so by law (in cases of money laundering, fraud or acts of terrorism)

In such cases, we may contact:

- ARU's Head of Student Services
- ARU's Counselling & Wellbeing Team
- ARU's Security Team
- ARU's Secretary & Clerk's Office
- The emergency services
- A local government authority



The kind of personal data we record and use:

Casework Form

We ask for and record personal information about you and your course of study on our casework form when you initially contact ARU Students' Union Advice Service so that we can process your case efficiently at the point of contact, examples of the information we keep about you are:

- › Name
- › Student Number
- › Age
- › Contact telephone number
- › Contact email
- › Where you study
- › Consent to set up a case or enquiry file for you

** please see a casework form for full list of information we ask you to provide us with.*

We then use this information to set up a case for you on our secure casework management system. Please let us know if any of your personal information needs to be updated.

Information from your appointments with an Adviser.

We will write a summary of your case on our secure online records which include detailing your options in line with the outcome/s you've told us you are seeking. This may involve us recording sensitive information that you tell us, for instance, about an illness you've had or a bereavement you have experienced. We will also record the services or individuals we have your permission to contact specifically in relation to your case with us.

You can choose what to tell us and this does not affect your ability to access our service for advice, and if you are unsure about disclosing something to us, you can ask your Adviser what information they might need to know to help you and if there is any information they would be required to report if you disclosed it.

Case files & Casework

We upload all documents relating to your case onto 'MSL Case Manager', our secure online casework management system. We also upload all emails and any other correspondence we have with you or others about your case so that we can monitor and refer to the advice we have given to you at any stage of your case.

Student feedback form

We have an optional online survey which we send to students to ask for feedback usually when your Adviser closes a case. This is also available online for students to submit feedback at any time. We really value student feedback and any feedback you do give us will be used to help make our advice service better. You do have the option to remain anonymous with your feedback or give your name, if you give us permission, we may also contact you about your feedback.



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How we'll store your personal data

We store your personal data in four main ways:

- › On our secure casework management system 'MSL Case Manager'
- › In Microsoft Outlook when you or anyone else emails us about your case
- › In Microsoft Outlook Calendar, when you book an appointment your name, SID and telephone number will be stored in calendar appointments, the use and access of this is limited to specific staff members only.
- › Through our online feedback forms if you choose to give your name

During 2018/2019 we are moving to a paperless system of recording and storing casework information. We do store paper files securely in ARU Students' Union Advice Service in lockable storage with limited access and use of these files.

We will only print paper copies of your information if we have agreed to represent you at a meeting and need to bring hard copies of any documents with us to support you.


Destroying your personal data

- › If we have had to print hard copies of your information to take to a meeting where we are representing you, once the meeting has finished we will shred these documents.
- › We currently hold paper files for all student cases for a period of 6 years, at the end of the academic year we will destroy old records that should now not be kept, this is done using a confidential waste shredding system.
- › At the end of each academic year, all completed cases are closed on our 'MSL Case Manager' online records system.

How we might share your personal data

We will not share your personal data without your express consent unless we are required to do so by law or if we believe that you are at risk of harming yourself or someone else. Otherwise, we will ask for your consent to share relevant information with individuals or services within ARU in order to progress your case and/or to support you to access other services that we have identified may be able to help you based on the information you have given us.

Who we might share your information with when you give your consent:

- › Academic Registry
 - › Secretary & Clerk's Office
 - › Student Services
 - › ARU staff such as Course Leader, Directors of Studies, Deputy Deans.
 - › Anyone else you might suggest we contact
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Student's rights under GDPR

Right to Access

Students have the right to an electronic copy of their data and to know whether or not personal data concerning them is being processed, where and what for. Students wishing to have a copy of their data can email the Students' Union Advice Service with their request. Once the identity of the enquirer is confirmed as the student ARU Students' Union Advice Service will provide, free of charge, an electronic copy of the students data –including all case files – within one month of the request.

Right to be forgotten

The right to be forgotten entitles the student to have the data controller erase their personal data, cease further dissemination of the data and potentially have third parties halt processing of the data. The ARU Students' Union Advice Service Manager or any Adviser can delete cases and students from MSL Case Manager, however this may not be possible where we have a legitimate interest to retain this data, e.g. in a complaint, appeal or disciplinary context. If a client wishes us to delete their data from MSL Case Manager they can contact their Adviser or the Students' Union Advice Manager to discuss the feasibility of their request, and where possible, this will be actioned by the Advice Service Manager. Before a student's data is deleted the Advice Service Manager shall consult the Students' Union CEO and or insurance provider to seek advice before deleting any files. Consideration will be given to whether the student has the right to have their data deleted based on their reasoning and if the student desire take precedent over their long term interest, e.g. complaint/appeal.

The Advice Service Manager will ensure the student is fully aware of the implications of deleting their data, highlighting to them the options available. A response to the students request will be provided within 30 days from the initial request. The Advice Service Manager is responsible for keeping a record of all instances when a student requests to be 'forgotten'.

Confirmation of the student's identity will be required before engaging in discussion with the student

Right to Rectification

If a student informs us that their data is incorrect they can complete another casework form with the correct details and this will be updated. Alternatively, they can contact their Adviser or the Advice Service Manager and discuss the updates required, after their identity has been confirmed.

Right to Restrict Processing

Students will have the option to consent or not for the differing uses of their data. Therefore a student may consent for an AQS auditor to review their file, but not for their feedback about our service to be used. This gives our students control over what we do with their data.

Anglia Ruskin Students' Union Advice Services:

Cambridge

Tel: 01223 460008

E-mail: cambridge.advice@angliastudent.com

Chelmsford

Tel: 01245258178

E-mail: chelmsford.advice@angliastudent.com

