

Student Privacy Notice

1. Purpose of this Notice

- 1.1 Teesside University is committed to protecting the privacy and security of your personal information ("Personal Data") in full compliance with data protection legislation. Personal Data means any information which relates to or identifies you as an individual.
- 1.2 Teesside University is a "Data Controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this Privacy Notice. This Privacy Notice applies to all students and tells you what, how and why Teesside University processes your Personal Data.
- 1.3 We may amend this notice to reflect changes to our website, business, data protection law or other legislation. For this reason, we ask that you revisit this notice on a regular basis.

2. Why your Personal Data is Collected

- 2.1 The University will only process your personal data if there is a lawful basis for it to do so. The University will process your personal information for a range of purposes including:
 - 2.1.1 Processing your application;
 - 2.1.2 Enrolling you as a student and maintaining your student record;
 - 2.1.3 Administering your course and academic progress;
 - 2.1.4 Providing educational services;
 - 2.1.5 Sending you information you have requested;
 - 2.1.6 Administering the financial aspects of your studies, including tuition, accommodation and fees;
 - 2.1.7 Providing or offering facilities and services to you during your time as a student and thereafter as part of the University's legitimate business (IT access, library access, computing, sports facilities, university accommodation, TU Student Union, Alumni membership) and activities;
 - 2.1.8 Recording the details of your studies and confirming your academic achievements e.g. to prospective employers;
 - 2.1.9 To monitor and support your research activity;

- 2.1.10 To deliver facilities and services to you e.g. IT facilities;
 - 2.1.11 To communicate with you by email, post and telephone;
 - 2.1.12 To enable your participation at events e.g. Graduation ceremony;
 - 2.1.13 Submitting reports and statistics which the University is required to return to relevant educational and professional bodies;
 - 2.1.14 Monitoring equal opportunities;
 - 2.1.15 Prevention and detection of crime such as using CCTV or attaching photos to ID cards;
 - 2.1.16 To enable us to contact others in the event of an emergency (we will assume you have checked with the relevant individuals prior to providing us with these details);
 - 2.1.17 Fundraising and marketing;
 - 2.1.18 Research;
 - 2.1.19 Processing student academic appeals and student discipline cases;
 - 2.1.20 Processing student complaints; and
 - 2.1.21 Providing student support services, such as counselling or careers.
- 2.2 This is not an exhaustive list and there may be other purposes not listed which are compatible with the original purpose for which your data is collated.
- 2.3 We consider the processing of your Personal Data for these purposes primarily to be necessary for the performance of our contractual obligations to you. Where this lawful basis does not apply we consider processing your Personal Data to be necessary for compliance with a legal obligation, necessary for the performance of tasks carried out in the public interest or necessary for the pursuit of the legitimate interests of the University. There may also be instances where it is necessary for protecting your vital interests.
- 2.4 If we require consent for any specific use of your Personal Data (including **Special Category Data** (formerly known as Sensitive Personal Data)) we will obtain this at the time of collection, and you can withdraw this at any time.

3. What Personal Data Is Collected

- 3.1 **Through this website:** you do not have to provide any Personal Data when you visit the Teesside University website if you are just reading and downloading information. We will only collect Personal Data where you knowingly supply the information through using online forms or by sending us an email. However, as is the case with most web servers, our server will automatically collect the following information:

- 3.1.1 **Search Engine:** Our search engine is powered by System Associates. Search queries and results are logged anonymously to assist us to improve our website and search capability. No user specific data is collected by us or any third party;
- 3.1.2 **Requested URL (Uniform Resource Locator):** which identifies the web address;
- 3.1.3 **IP (Internet Protocol):** Your IP address;
- 3.1.4 **Referring URL:** When you click on a link in a web page your browser moves to a specified link. When the browser requests the new page it sends along the URL of the previous page. The sent along URL is called a referring URL;
- 3.1.5 **Domain name:** From which you access your internet;
- 3.1.6 **Software (browser/operating system):** Used to access the page;
- 3.1.7 **Cookies:** You can read more about how we use cookies by accessing our Cookies Policy on the University website;
- 3.1.8 **Google analytics:** We use a third party service, Google Analytics, to collect standard log information and details of visitor behaviour patterns. This tells us the number of visitors to the site. This information is processed in a way which does not identify anyone;
- 3.1.9 **E Newsletters:** We use a CRM system (Microsoft Dynamics) with an email add-on provided by Click Dimension, which allows us to check how many emails have been read and whether any attachments or links have been accessed;
- 3.1.10 **Online reporting tool:** We use some software called Inspectlet (<https://inspectlet.com/>) which provides anonymous eye-tracking heatmaps, tracking mouse movements, scrolls and clicks on our webpages. This allows us to understand our user behaviour in further detail;
- 3.1.11 **Social Media:** We use a third party to help monitor our name/brand across social media channels. They also help us to collate performance reports and schedule our content for publishing; and
- 3.1.12 **Security and performance:** We use software to test security and performance none of which collects or processes Personal Data.

As part of student registration and beyond

- 3.2 The University may process Personal Data such as name, address, date of birth, programme studied, fee payments, information about examinations, assessments and results. The University may also collect and process some Special Category Data, including information about trade union memberships, political opinions, your health and disabilities (to provide support and access to University services), your racial or ethnic origin and sexual orientation and religious beliefs (for equal opportunities monitoring).

Email

- 3.3 We monitor emails sent to us, including file attachments for viruses and malicious software. You have a responsibility to ensure that any email you send is within the law. We may also monitor email to ensure that they are used in accordance with the University's Policy and to prevent and detect crime.
- 3.4 When you join us you will be given a University email address. You will be able to access your emails using the University's website. Routine activity, logging of the use of this email and other ICT based systems takes place to ensure the proper functioning of those systems. There may be exceptional circumstances when a duly authorised officer of the University is permitted to monitor an individuals activity without prior consent. This is outlined in our ICT Privacy Monitoring Policy and the IT Acceptable Use Policy accessible on the University website.

Visual Images

- 3.5 When you join us as a student you will be required to provide a photograph to be used on your campus card. This photograph may also be:
 - 3.5.1 Published on a departmental website;
 - 3.5.2 Attached to hard copy records that are stored securely and available to a select number of staff that require access;
 - 3.5.3 Used on departmental lists or pictureboards that may be displayed in public buildings or the University; and
 - 3.5.4 Attached to an electronic student record that can only be viewed by University staff
- 3.6 From time to time we may commission photography or live imaging on campus or at specific events, such as graduation ceremonies. Whenever the University takes steps to photo or film around the University we will attempt to display a Photo /Film warning notice in the area. If the photo or filming is of individuals or small groups we will request consent from those whose images are the focus of the photo or film.
- 3.7 As the University is accessible to the public some areas will be considered to be public areas. It may be that individuals take photos there which may capture you as a passer by in the background. In this case there is no need to obtain your consent.

4. How Personal Data is Collected

- 4.1 If you are a student of the University you will be asked to provide Personal Data at different stages of your time with us from enrolment to graduation and beyond if you become an alumni member. Below is a summary of how Personal Data is collected:

- 4.1.1 *Automatic collection when you visit this website* as with most websites when you access these web pages certain information will be recorded by the University, such as your IP address, browser type and information about web pages you have visited (see Cookies in section 4 below for further information). This information is processed to work out how much use of the website is made by different users;
- 4.1.2 *When you are requested to provide information on this website* such as when requesting a brochure, registering for an event, purchasing something from our online shop, applying for a job, adding something to facebook, commenting on You Tube, FLKR and Twitter;
- 4.1.3 *As part of student registration and beyond* during enrolment/registration, annual re-enrolment, and various other departmental related activities such as secondments, apprenticeships, internships, or related activities, where you are requested to give your consent for the University to process your Personal Data. The University will hold your Personal Data during and after your studies including after graduation and as part of the Alumni Association; and
- 4.1.4 *From a 3rd party* when UCAS or other bodies pass your details to us.

5. How will my Personal Data be Shared?

- 5.1 The University will share your Personal Data internally between Schools, departments and University managed facilities e.g. the student library, in fulfilment of the purposes described above.
- 5.2 The University will also share your Personal Data with Teesside University Students' Union (TUSU). TUSU is a separate legal entity from Teesside University and therefore a separate data controller. Sharing of your Personal Data is governed by a Data Sharing Agreement between the University and the Students Union. This agreement provides a full description of the information shared and the purposes for which it is shared
<https://www.tees.ac.uk/docs/DocRepo/Freedom%20of%20information/SU%20Data%20Sharing%20Code%20of%20Practice.pdf> and a copy of TUSU's privacy notice which explains how your Personal Data will be used is to be found here www.tees-su.org.uk/privacy
- 5.3 We may pass Personal Data to third parties in the following circumstances:

- 5.3.1 To suppliers (such as IT service providers) who process information on our behalf;
 - 5.3.2 To independent suppliers who are under a contractual obligation to assist us with our business operations;
 - 5.3.3 To law enforcement or regulatory or professional bodies;
 - 5.3.4 If required by our internal auditors.
- 5.4 We may also share information as follows:
- 5.4.1 *Higher Education Statistics Agency (HESA), HE funding councils and other government bodies:* The University will share some of your Personal Data with HESA, HE funding councils, other government bodies and/or third party organisations working on their behalf. A full description of the Personal Data which is shared with HESA and what they use it for can be found in the HESA Student Collection Notice on the HESA website. The University and HESA may compare your data to educational records from previous years to check the levels of your current qualifications in order to determine the fees you are required to pay.
 - 5.4.2 *Office for Students (OFS):* The University is required to pass Personal Data about its final year undergraduates to the OFS or their agents, in order for them to carry out the National Student Survey. This survey gives final year students the chance to give feedback on their experiences at the University. It is described in detail on the National Student Survey website. The University will pass your name and contact details to the agent carrying out the survey. The agent may then contact you to take part. You do not have to take part in the survey and you can opt out at any time by contacting the agent and providing them with verification of your identity by confirming your date of birth.
 - 5.4.3 *Sponsors/funding bodies/government departments:* Relevant Personal Data including periods of attendance will be shared with formal funding bodies including the Student Loans Company (SLC) and Student Finance as this may affect your right to receive funding. The University will confirm periods of attendance, assessment results and similar Personal Data to external bodies such as Local Authorities, tax collecting bodies and professional statutory regulatory bodies where it is necessary and reasonable to do so. The University provides information to Local Authorities for the purpose of administering your council tax exemption including a list of currently enrolled students living within specific postcode boundaries. The University is obliged to share your Personal Data with UKVI as appropriate, including failure to attend or interruption to study. If you undertake an apprenticeship, the University will share relevant Personal Data such as name, study details, national insurance number and date of birth with the Education Skills Funding

Agency (ESFA) in order to claim funding for your study. Similarly, if your programme of study is funded by the NHS, relevant Personal Data will be shared with Health Education England (HEE).

- 5.4.4 **UK agencies:** Data protection laws allow the University to disclose your Personal Data to relevant bodies without your consent relating to the prevention/detection of crime, the apprehension and prosecution of offenders, the protection of an individual's vital interests/welfare or safeguarding national security. Non-exhaustive examples include benefit or tax inspectors, the Police, UKVI and the Foreign & Commonwealth Office (FCO).
- 5.4.5 **Sponsors:** If your tuition fees are paid under a sponsorship, scholarship or loan arrangement by an external organisation (e.g. your employer), the University may share Personal Data relating to your attendance and academic progress. Where your funding organisation requests progress reports, the University will normally comply.
- 5.4.6 **Professional bodies:** The University is obliged to share your Personal Data with professional bodies to confirm your qualifications and accreditation of your course. Your Personal Data may be shared with professional bodies where concerns about your fitness to practice have been raised, including where external examiners raise concerns during the external marking process. In respect of fitness to practice, your Personal Data will only be shared when deemed necessary by an appropriately qualified professional employed by the University.
- 5.4.7 **Education institutions and placement providers:** If you are involved in study arrangements with other organisations, e.g. exchanges or placements, or with any of the University's Collaborative Partner Institutions, the University may disclose some of your Personal Data to the relevant provider including those outside of the EEA for the purpose of arranging a placement for you as part of your studies. The University will obtain your express consent to share special category data, and you can withdraw your consent at any time.
- 5.4.8 **Turnitin®:** The University uses the Turnitin® UK system as a plagiarism detection source. The Turnitin® system compares the student's work against a variety of sources. You will be required to provide basic Personal Data (e.g. name, e-mail address, course details) to use the Turnitin® service. Turnitin is an entity unrelated to the University and you are to refer to Turnitin's Privacy Statement which provides further information regarding the collection and processing of your Personal Data when using this service.

- 5.4.9 **Debt recovery/credit control:** Your Personal Data may be shared with third parties attempting to recover debt on behalf of the University where internal debt recovery procedures have been unsuccessful. The University may also include details of an outstanding debt in any reference or verification of results supplied to a third party as per section 5(e) of the University's Fees and Charges Regulations.
- 5.4.10 **Insurance:** The University may share your Personal Data with its insurers for the purpose of providing insurance cover or in the event of a claim.
- 5.4.11 **Parents, guardians and other relatives:** The University will not disclose your Personal Data to parents or relatives without your consent, other than in exceptional circumstances where the University is able to do so in your vital interests.
- 5.4.12 **Graduation:** Graduate names, programmes and classifications are published within the University, printed in the graduation brochure and released to the local media and published on our website. Graduation ceremonies are regarded as public events and may be recorded and/or live streamed by the University.
- 5.4.13 **UKVI:** the University will provide Personal Data about our students to the UKVI in order to fulfil our duties as an Approved Education Provider.
- 5.4.14 **Disciplinary Procedures:** We may process your Personal Data in the course of disciplinary proceedings. This may require us to disclose the Personal Data to third parties.
- 5.4.15 **OSCAR:** At the University we have the Office of Student Complaints, Appeals and Regulations (OSCAR). Their role is to ensure that students receive advice and support on matters relating to any issues or concerns which you may experience during your time at the University. OSCAR also administers and coordinates the University student complaint and academic appeals processes, as well as the review processes relating to fitness to practice, academic and research misconduct, extenuating circumstances, admissions appeals, fitness to study appeals, disciplinary appeals and UKVI Tier 4 compliance.

If you engage with the services of OSCAR any Personal Data supplied by you, including Special Category data, may need to be shared with relevant staff and/or panels based in Schools/Departments/Collaborative Partners in order to assist in the consideration of your case. You will be asked to provide your consent to process Special Category Data when submitting the OSCAR

application forms and this will be the lawful basis upon which OSCAR processes your data. If you supply third party data this will normally only be accepted with consent of the third party, and this may also need to be shared as set out above.

- 5.4.16 *Collaborative Partner Institutions:* If you are enrolled at a Collaborative Partner Institution based outside the EEA your data may be transferred to that Collaborative Partner Institution. In that event, the University is assured that your Personal Data will be treated in the same way as if it were processed in the EEA.
- 5.4.17 *Online shop:* We use a 3rd party to operate our online shop called WPM Education. Some of the Personal Data which you provide us with when using the online shop (to place an order) will be securely passed to WPM who act on the University's behalf to provide the online shop services, including payment services. The Personal Data you have provided us with will be added to our secure CRM database. Our CRM database will help us build a profile of what you are interested in. The CRM system will then auto-generate what information we send to you (in the future) based on the information you have provided us with. If you are an international student we may transfer your Personal Data to one of our overseas offices (with a view to them contacting you). If we do we will ensure they are aware of their obligations to process your Personal Data securely.
- 5.4.18 *Enrolment and Marketing:* UniQuest act on our behalf to manage enquiries, nurture and track from early enquiry stage to enrolment, contacting students directly. They pick up offer holder communications through to enrolment. Uniquest also assist us with marketing our courses, services and events. We contract with UniQuest to act as data processors on our behalf. They only perform activities explicitly expressed by us. UniQuest will process your data in order to respond to your enquiry, communicate content specifically regarding the University that you have agreed to receive and act as a proactive enquiry service as you progress through your application to study with us. UniQuest will process your data in accordance with GDPR and the data privacy statement that can be found at <http://www.uni-quest.co.uk/privacy-policy/>
- 5.4.19 *John Smiths Bookshop:* The University has entered into an agreement with John Smiths Bookshop where eligible students receive £100 per annum credit to enable them to buy books. The University has a legitimate interest in its students participating in this scheme and will accordingly transfer your Personal Data to John Smiths Bookshop so that they can set up an online account and apply the relevant credit your account. There is no obligation on

students to use the credit if they choose not to, and students can opt out of receiving communications from John Smiths at any time.

- 5.4.20 *i-Graduate*: The University submits international student and alumni personal data to i-graduate which is a company that tracks and benchmarks student and stakeholder opinions across the entire student journey. The University has a legitimate interest in obtaining feedback from its international students and participates in the International Student Barometer to enable the University to make informed decisions to enhance the international student experience and informs recruitment and marketing strategies. i-Graduate's privacy notice can be found at <https://www.tribalgroupp.com/privacy-policy>

After you graduate:

- 5.4.21 *Records*: The University will need to maintain some records relating to you after you graduate. This will allow us to verify your award, provide transcripts of your marks, opportunities for further study, academic references, careers support, alumni and networking services. Some of these records will need to be retained indefinitely so that we may confirm to future employers that you were a student here. Please contact the Data Protection officer should you have any queries relating to this.
- 5.4.22 *Surveys*: The University participates in surveys about the destinations of its graduates. Approximately 6 months after you graduate, we will contact you to ask you to complete the HESA 'Destination of Leavers form HE survey'. You may also be included in a sample of leavers who are surveyed again a few years after they graduate.
- 5.4.23 *Alumni*: The University will transfer your details to the Alumni Association. The Alumni webpage provides further information as to how your Personal Data will be used. If you wish to opt out of receiving any communications relating to alumni please contact alumni@tees.ac.uk. You may be sent an alumni survey in which we give alumni an opportunity to update your details. You may also be asked to update your contact details as part of your graduation. We consider your relationship as a Teesside University Alumni to be lifelong. The Alumni Association will keep a record of you until you tell us you no longer wish us to keep in touch.
- 5.4.24 *Award verification*: The University may disclose to third parties whether or not you have received an award and if so, the date and classification, without notifying you. Such a disclosure would be subject to checks regarding the nature and purpose of the request, and will only be disclosed where the University is satisfied a request is for legitimate purposes.

5.4.25 *References:* Academic staff may agree to provide a reference for you if you apply for a job or further study. You should ask permission from the staff member before providing their Personal Data to a third party. References will be given in accordance with the University's reference policy.

6. Marketing

- 6.1 We like to keep you up to date with our news and activities. We may do this by sending you information by email, social media, post, telephone call or text message. In order to do this we operate a database that contains your Personal Data.
- 6.2 If you register your interest with us direct or through a 3rd party working on our behalf, you will be given the opportunity to opt in to receive future marketing communications. This will be done at the point where your Personal Data is first collected.
- 6.3 If you register to attend one of our events, apply for a prospectus, or apply to us to undertake a course, your Personal Data may be passed to us by a 3rd party to fulfil your request. As part of this process you can opt-in to receive marketing communications.
- 6.4 We may use software to assess if you open emails we send you and whether you access links or documents we send.
- 6.5 Any marketing communications which you receive will provide you with a simple and transparent way to unsubscribe. Any requests to unsubscribe will be acted upon promptly. In the unlikely event you have any problems with unsubscribing, please contact our Data Protection Officer at dpo@tees.ac.uk
- 6.6 Any information you provide us with will be added to our secure CRM database, and may be shared with your current school and/or college for reporting purposes, including attendance at University activities/events. Our CRM database will help us build up a profile of what you are interested in. The CRM system will then auto generate what information we send you (in the future) based on the information you have provided us with.
- 6.7 We do not sell your Personal Data to 3rd parties.

7. Clinics

- 7.1 The University runs a number of clinics which are serviced by students wishing to gain experience in relation to the particular field in which the clinic operates. Members of the public are able to access these clinics and in order to take advantage of the services offered may need to provide some Personal Data. Each department will provide information as to how your Personal Data will be held, processed and in some cases transferred, at the time they collect the Personal Data from you.

8. Transfers of Personal Data outside of the EEA

- 9.1 We may pass Personal Data to other organisations within or outside the EEA who are contracted to provide services to us where the transfer is necessary for the provision of those services. We may also transfer your Personal Details to one of our overseas office to progress your application or to contact you to see if you still wish to join the University. Some of these countries may not have the same level of data protection as the UK. If we make such a transfer we will put a contract in place to ensure the 3rd party is aware of and is able to comply with the GDPR.

9. Personal Data Retention Periods

- 11.1 We will retain your Personal Information for the period outlined at the time the data is collected and only retain the Personal Data we hold about you as long as necessary and in accordance with the University's Retention Policy.

10. Your Responsibilities

- 12.1 *Updating your details:* GDPR requires that Personal Data is accurate. It is essential that you let the University know if your contact details change. If the University does not have the correct contact details, we cannot take responsibility if any information you require is sent to the wrong address. This could have serious consequences e.g. missing an exam or deadline.
- 12.2 *Processing Personal Data:* You must comply with the University's Data Protection Policy if as a student you have access to the Personal Data of others or if you wish to collect or process any Personal Data as part of your studies or research. You must ensure that you notify and seek approval from your supervisor before any processing occurs. If you are processing Personal Data other than as part of your studies, you should contact the Information Commissioner's Office (ICO) as you will not be covered under the University's registration.

11. Your Rights

13.1 As a data subject you have certain rights:

- 13.1.1 *The Right to lodge a complaint with a Supervisory Authority* If you think there has been a breach of Data Protection legislation you have the right to lodge a complaint with a supervisory authority of the country in which you are resident, studying or working. The details of the Lead Supervisory Authority is detailed below;
- 13.1.2 *Right to Erasure (Right to be Forgotten)* You have the right to have some Personal Data we hold about you erased without undue delay. This is not an unqualified right and the University will continue to hold certain core details regarding your study at the University such as name, date of birth, course attended and award received;
- 13.1.3 *Right to Object* You have the right to object at any time to the processing of your Personal Data. To object to or opt out of any data processing or data sharing by the University please e-mail the Data Protection Officer at dpo@tees.ac.uk. The University will consider your request, however, it may not always be possible to facilitate such a request. The University is required by law to collect and process some Personal Data and it may not be possible for you to continue as a student of the University, if the University ceased processing certain data.
- 13.1.4 *Right to withdraw Consent* Where consent forms are the basis for processing, you have the right to withdraw your consent to the processing at any time subject to the same qualifications referred to above.
- 13.1.5 *Right to Data Portability* If you request us to we will transmit your Personal Data directly to another organisation.
- 13.1.6 *Right to Rectification* You have the right to ask us to rectify inaccurate information held about you without undue delay.

12. Access to Personal Data

- 14.1 You can find out what information we hold about you by making a subject access request. If we do hold information about you we will give you a description of it, tell you why we are holding it, tell you who it could be disclosed to and let you have a copy of

the information in intelligible form. The request can be made free of charge, by contacting the Data Protection Officer, details of which are below.

13. Contact Details of the Data Protection Officer

- 15.1 The Data Protection Officer is contactable at Teesside University, Middlesbrough, Tees Valley, TS1 3BX, UK. Telephone: +44 (0)1642 218121, Email: dpo@tees.ac.uk
- 15.2 You may contact our Data Protection Officer directly with any queries relating to Data Protection.

14. Name and address of the Controller

- 16.1 The Controller is an organisation which determines the means and purpose of processing your Personal Data.
- 16.2 The Controller is Teesside University Middlesbrough, Tees Valley, TS1 3BX, UK. Telephone: +44 (0)1642 218121, Email: dpo@tees.ac.uk

15. Name and Address of the Lead Supervisory Authority

- 17.1 The Lead Supervisory Authority overseeing the Controller is: The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK95AF, United Kingdom. Tel: +44 (0)3031231113, Email: casework@ico.org.uk. Website: <https://ico.org.uk>
- 17.2 A comprehensive list of the purposes for which the University processes Personal Data are notified to the Information Commissioner's Office (ICO) and can be viewed on the office of the Information Commissioner's Register. To view the University's registration you can use the search form for the Register and enter the University's registration number Z5567143.