

## **Advice Centre Privacy Notice**

### **1. Why do we collect your personal data?**

The Advice Centre is an independent, confidential service. To enable our Advisors to offer the best advice and support to you, they will need to collect personal data, and sometimes special categories (sensitive) of personal data, about you.

You can read more information about your data in the Students' Union's main Privacy Notice here but for specific information about your data in relation to our Advice Centre please read on.

### **2. What data do we collect about you?**

- Your personal contact details, including student ID number, email address, phone number and details of your course.
- Information provided by you when requesting advice. This could include information about personal matters such as your personal finances, nationality, and health.

### **3. How do we collect data about you?**

We collect data about you in three ways:

- i. Directly from you (either via email, online booking form, via booking an appointment at our Helpdesk or over the phone and in the course of advising you).
- ii. Directly from a third party whom you have given consent to share information with us.
- iii. From your student record which, in accordance with our Data Share agreement with the University, gives us access to certain basic details about you. This includes your student number, name, student email, date of birth, nationality, sex, year of study, course and department.

### **4. How do we use your data?**

Your personal data will be used to:

- Contact you in respect of an active case or enquiry you have lodged with us.
- Act on your behalf, with the appropriate permission, in matters with the University.
- Manage your case record within our secure systems.
- Provide reasonable advice services to you and support in progressing your case.
- Carry out legal duties (including providing information to others where necessary – see Disclosures section below).

We may also use your data anonymously (where your individual details cannot be identified) for monitoring and statistical analysis purposes. For example to enable us to ensure that we provide a service that is accessible to all members of the student body and/or to help us identify key trends and patterns that will help us either plan enhancements to our service or undertake lobbying work to make recommendations for change with a third party (i.e. College, Landlord or Estate Agent).

## 5. How long will we retain your data for?

We will retain your personal data for a period of 6 years following the closure of your case.

## 6. How will we ensure your data is kept securely?

We will collect and securely store personal and special categories of data made available to the Advisors through reasonable application of our services.

We use a third party processor, MSL Case Manager, to store and look up the personal data we collect about you. You can see their Privacy Notice [here](#). Only trained members of staff who need to access relevant personal data will be authorised and able to do so.

Any emails or hand written notes relating to you will be securely destroyed once uploaded to MSL Case Manager.

## 7. Disclosure of your data

The Advice Centre may share your relevant personal data with the following bodies where we have a lawful basis to do so:

Disclosure to:	Details:
Royal Holloway University Support & Advisory Services	Where permission is granted through a Form of Authority or where we have a duty to protect your vital interest (protect your life).
Surrey Mental Health Services and / or Surrey Police	Where we have a duty to protect your vital interest (protect your life) or where processing is necessary for us to perform a task in the public interest and the task has a clear basis in law.

## 8. Your rights in relation to the data we hold

You have the right to object to us processing your data in the way we have described in this policy. Please see Your Rights in section 14 of our Privacy Notice. If you object to us processing your data please be advised that we may only be able to offer general advice and we may not be able to undertake ongoing casework on your behalf.