**Privacy Notice**: **University of the Highlands and Islands,**

**Student Support Services**

**The Data Controller of the information being collected is:**

University of the Highlands and Islands (UHI)   
Executive Office, 12B Ness Walk   
Inverness, IV3 5SQ  
Telephone: 01463 279000

For any queries or concerns about how your personal data is being processed you can contact:

* Data Protection Officer at University of the Highlands and Islands: [*dataprotectionofficer@uhi.ac.uk*](mailto:dataprotectionofficer@uhi.ac.uk)
* Lyndsay Sutherland, University of the Highlands and Islands, *lyndsay.sutherland@uhi.ac.uk*

**This privacy statement relates to the following process:**

University of the Highlands and Islands, Professional Services - Student Support Services.

**Your information will be used for the following purposes:**

|  |  |
| --- | --- |
| 1. Student funding, scholarships and bursaries | Scholarships, discretionary funds and bursaries are available to students throughout the academic year. Some of the funding available is means tested which means students may need to provide evidence of personal income and benefits they may be currently receiving, or income and/or benefits currently received by members of their family/household. Any evidence provided is used for the purpose of assessing eligibility for student funding e.g. Further Education bursary, childcare, discretionary funds and Education Maintenance Allowance (EMA). |
| 1. Support of Vulnerable Groups | The provision of support services to Executive Office registered students who fit within specific categories identified by Scottish Government as individuals who may require additional support. These include: care experienced, student carers, estranged students, and veterans. |
| 1. Information | To provide access to web based information resources |
| 1. Service Feedback | The University may periodically provide opportunities for students to feedback anonymously on the provision of support services. This feedback will be used to evaluate University support processes. Student data is also collected to satisfy internal and external reporting and audit requirements. |

**Our legal reasons for using the data is/are:**

Purpose 1: Student Funding, Purpose 2: Support of Vulnerable Groups, Purpose 3: Information, Purpose 4: Service Feedback

**Purpose1: Student Funding**

**Our legal reason to use the data is**: **Public Task** - Our legal basis for processing this information is that it is necessary for the performance of a task carried out in the public interest or under the official authority vested in us. This means, we are responsible for the distribution of public/private funds and must be able to demonstrate individual’s eligibility to such funding.

For public funds, we also have a legal obligation to share statistical data and details about the levels of funding we pay out to students with the Scottish Funding Council [www.sfc.ac.uk/home/privacy.aspx](http://www.sfc.ac.uk/home/privacy.aspx)

Purpose 2: Support of Vulnerable Groups

**Our legal reason to use the data is**: Public Interest (public task). The data being used may include special category (sensitive) data. Use of your data allows us to support the Scottish Funding Council (SFC) who have a duty placed upon them through the Post-16 Education (Scotland) Act 2013 to review the progress being made in enabling, encouraging and improving participation of under-represented groups.

Purposes 3: Information

**Our legal reason to use the** data are: Contract - Use is necessary for the performance of a contract with you or to take steps, that contract being between the university and its students, and other parties to provide educational and other products and/or services, including the provision of student support information and resources to all registered students.

Purpose 4: Service Feedback

**Our legal reason to use the data is:** Use is necessary for the performing a task in the public interest or under official authority vested in us. That being the university's public task as an educational establishment.

**Data Sharing:**

|  |  |
| --- | --- |
| 1. Student funding, scholarships and bursaries | The university already holds data about you relating to your application to study with us. In assessing your eligibility for funding, we will ask you a series of questions and your answers will be linked to the student record that we already hold. Information that you provide in this context will be accessible to a limited number of staff on a need to know basis.  Some of the funding available is means tested which means you may need to provide evidence of your personal income and benefits you may be currently receiving, or income and/or benefits currently received by members of your family/household. Any evidence you provide is used for the purpose of assessing your eligibility for student funding e.g. Further Education bursary, childcare, discretionary funds and Education Maintenance Allowance (EMA). If you are awarded childcare funds we may share limited information about your award with your childcare provider.  We may also share limited information with approved taxi companies or landlords, where we make payments for these expenses. If you withhold the information required, we will not be able to fully assess your entitlement to receive funding. |
| 1. Support of Vulnerable Groups | The University will use the details entered on your student to identify and contact you as required. These details will enable the University to manage student referrals and communicate your support requirements to relevant staff.  The information you provide will be used to identify and implement appropriate support measures, and ensure that you are adequately supported during your studies.  Statistical data may be anonymised and shared with external organisations, specifically Scottish Funding Council, QAA and Scottish Government. |
| 1. Information | Not applicable |
| 1. Service Feedback | Anonymised data may be shared with service staff for the purposes of service development. Feedback may also be shared within reporting required by Scottish Funding Council, QAA and Scottish Government. |

The Student Support Service holds appropriate records of contacts with students, and these records are held securely and in accordance with the Data Protection Act of 1998.

Data will be retained for the following periods

* Student funding all information one year, successful applications seven years, all other data: student registration + 2 years.

**The following rights are rights of data subjects:**

• The right to access your personal data

• The right to rectification if the personal data we hold about you is incorrect

• The right to restrict processing of your personal data

**The following rights apply only in certain circumstances:**

• The right to withdraw consent at any time if consent is our lawful basis for processing your data

• The right to object to our processing of your personal data

• The right to request erasure (deletion) of your personal data

• The right to data portability

**You also have the right to lodge a complaint with the Information Commissioner’s Office about our handling of your data.**

**he Information Commissioner’s Office is UK’s independent authority set up to uphold information rights in the public interest. Their website is**[www.ico.org.uk](http://www.ico.org.uk/)