



University of the
Highlands and Islands
Oilthigh na Gàidhealtachd
agus nan Eilean

Privacy Notice – Enquiry processing and fulfilment

The Data Controller of the information being collected is: The University of the Highlands and Islands (UHI), Executive Office, 12B Ness Walk, Inverness IV3 5SQ. Phone: 01463 279000.

For any queries or concerns about how your personal data is being processed you can contact the relevant Data Protection Officer at dataprotectionofficer@uhi.ac.uk.

This privacy statement relates to the following process:

Use of personal data supplied by individuals making an enquiry through the university's web forms, by email or by phone.

We will use your information to:

- Fulfil your enquiry/request
- Contact you for feedback on your experience of using our enquiry service if you give consent
- Send you further relevant information about our services by your preferred methods if you give consent

The legal basis on which we use your personal data is consent.

We do not disclose your data to any third party organisations unless you specifically consent.

It may be necessary to pass your query onto one of our staff to allow us to give you the best response.

Special category (sensitive) data

We do not collect sensitive data, however if you disclose this to us during your enquiry we will not share it with others when processing your request, unless you give your consent to this.

Data retention

Your personal data will be retained for one year after the completion of your enquiry. If you consent to be sent information on other courses and services your data will be retained for three years.

Your rights and preferences

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.