

PRIVACY NOTICE

This Privacy Notice explains how the University collects, uses, shares, and protects your personal data under this Pre-Arrival Questionnaire, and outlines your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By completing and submitting this Pre-Arrival Questionnaire, you are providing your consent for the University to process your personal data for the purposes - outlined in this Privacy Notice.

1. IDENTITY AND CONTACT DETAILS

Controller: Liverpool Hope University

Address: Hope Park, Liverpool, L16 9JD

Contact Email: caseworker@hope.ac.uk

Data Protection Officer: James Leyshon, leyshoj@hope.ac.uk

2. PURPOSE AND LAWFUL BASIS FOR PROCESSING

This Pre-Arrival Questionnaire collects personal data about your experiences before starting University. The purpose is to improve and understand your pre-arrival journey with the aim of informing policy and practice, support local initiatives, and better align support with student expectations. Your responses also contribute to a national pilot project involving selected Universities in England, aimed at addressing disparities in student experiences and outcomes through standardised data collection across the higher education sector.

The lawful basis for processing your personal data is your consent (Article 6(1)(a) UK GDPR), which you provide by voluntarily completing and submitting this questionnaire.

3. RECIPIENTS OF YOUR PERSONAL DATA

Your personal data may be shared with:

- Internal teams within the University.

- Delivery Partners supporting this national pre-arrival survey pilot project, including Advance HE, Jisc, University of East London and collaborating institutions.
- Sub-processors engaged by Delivery Partners to support this national pre-arrival survey pilot project, who are based within the UK and are contractually bound to process personal data securely and only on behalf of the delivery partner. A full list of sub-processors can be found [here](#).
- Regulatory bodies, where required by law.

All parties involved are required by law to comply with data protection legislation and maintain the confidentiality and security of your personal data.

4. TRANSFERS TO THIRD COUNTRIES

The University will not transfer your personal data outside the UK or the European Economic Area (EEA). If future transfers are required, the University will ensure adequate safeguards are in place.

5. RETENTION PERIOD

Your personal data will be aggregated and completely anonymised and retained indefinitely by Advance HE. Liverpool Hope will retain this data for 2 years after the end of the pilot programme.

Where applicable, anonymised or statistical data may be kept for longer period.

6. YOUR RIGHTS

You have the following rights under the UK GDPR:

- **Be informed:** right to know that your personal data is being processed and what is being done with it (e.g., detailed in this privacy notice);
- **Access:** right to see your personal data;
- **Rectification:** right to ask that inaccuracies in your personal data are corrected;
- **Erasure:** right to request the deletion of your personal data;
- **Restrict:** right to restrict the processing of your personal data;

- **Portability:** right to obtain a copy of your personal data in a commonly used electronic form;
- **Object:** right to object to certain processing of your personal data;
- **Challenge:** right to challenge automated decisions.

Please see [Information Commissioner's Office](#) for further information about your rights. You may also contact the University's Data Protection Officer for further information.

7. WITHDRAWAL OF CONSENT

You have the right to withdraw consent at any time by contacting caseworker@hope.ac.uk.

Withdrawal will not affect the lawfulness of processing before withdrawal.

8. AUTOMATED DECISION-MAKING AND PROFILING

Advance HE and the University does use automated decision-making, including profiling, in relation to your personal data.

9. COMPLAINTS

You have the right to lodge a complaint with the Information Commissioners Office (ICO) if you believe your data protection rights have been breached - [Information Commissioner's Office](#).

This Privacy Notice was updated in July 2025. It is reviewed when necessary and at least annually. The University's standard Privacy Notices can be found [here](#).