

PRIVACY NOTICE

LIVERPOOL HOPE UNIVERSITY

Document control	
Responsibility for Privacy Notice:	Head of Governance
Approved by and date:	
Frequency of Review:	Every 2 years as routine and by exception when required.
Next Review date:	June 2027
Related Policies:	
Revisions:	Amendments to incorporate multiple separate privacy notices into one overarching Notice that covers all (except staff)
Revisions approved by:	
EIA:	

Privacy notice

LIVERPOOL HOPE UNIVERSITY privacy notice for applicants, enquirers, students, apprentices, supporters and alumni.

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Post: Liverpool Hope University, Hope Park, Taggart Avenue, Liverpool, L16 9JD.

Telephone: 0151 291 3000

Email: caseworker@hope.ac.uk

What information we collect, use, and why

We collect or use the following information for education and welfare purposes:

- Names and contact details for students and apprentices
- Names and contact details for next of kin
- Gender
- Pronoun preferences
- Date of birth
- Payment details and financial information including transactions
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments)
- Welfare information (includes family and home life circumstances and history)
- Details of any criminal convictions
- Photographs
- Attendance and reason for absence data
- Account access information
- Exam results and qualifications
- Progress reports

- Information relating to compliments and complaints
- Exclusion, suspension and behavioural information
- Nationality and Visa information, where applicable

We also collect or use the following information for education and welfare purposes:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sexual orientation information

We collect or use the following information for disciplinary investigations or to prevent, detect, investigate or prosecute crimes:

- Names and contact details for students/apprentices
- Names and contact details for next of kin
- Gender
- Pronoun preferences
- Welfare information (includes family and home life circumstances and history)
- Special Educational Needs and Disabilities (SEND) information (includes reasonable adjustments)
- Details of any criminal convictions
- Attendance and reason for absence data
- Witness statements and contact details
- Records and reports
- Video recordings of public areas (including entrances and outside spaces to which some or all members of the public have access)
- Audio recordings of public areas (including entrances and outside spaces to which some or all members of the public have access)
- Video recordings of student / apprentice access areas (including classrooms, corridors, canteens and outside spaces to which students have access)
- Audio recordings of student / apprentice access areas (including classrooms, corridors, canteens and outside spaces to which only staff have access)
- Call recordings

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Address
- Account login or user information
- Purchase or service history
- Video recordings of public areas
- Audio recordings of public areas
- Video recordings of private or staff only areas
- Audio recordings of private or staff only areas
- Call recordings
- Automatic Number Plate Recognition
- Witness statements and contact details
- Relevant information from previous investigations
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence
- Attendance and reason for absence data

We collect or use the following information for information updates, marketing purposes and donations:

- Names and contact details of alumni and supporters
- Address
- Marketing preferences
- Photographs
- Website and app user journey information
- IP addresses
- Records of consent, where appropriate
- Alumni records

We collect or use the following information for archiving purposes:

- Names and contact details
- Addresses
- Photographs
- Alumni records
- Student record

We collect or use the following information for recruitment purposes:

- Contact details (e.g. name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (e.g. employment references or placement record)
- Education history (e.g. qualifications)
- Right to work information
- Details of any criminal convictions (e.g. DBS)
- Security clearance details (e.g. basic checks and higher security clearance)

We collect or use the following information **to comply with legal requirements:**

- Identification documents
- Health and safety information
- Criminal offence data (including Disclosure Barring Service - DBS)
- Racial or ethnic origin
- Health information

We collect or use the following information to report to regulatory bodies:

- Exam results and qualifications
- Socio-economic background details

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the Information Commissioner’s Office (ICO) website.

Data is collected and used only where necessary and proportionate, in order to enable the University to carry out its tasks and fulfil its obligations. Data is collected and used in compliance with University policies and the UK GDPR.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website.

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for collecting or using personal information set out above are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
- Vital interests - collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task - we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Where we get personal information from

- Directly from you
- Regulatory authorities (e.g. HMRC)
- Parents or carers
- Other education establishments

- Employers – past and present
- Placement providers

How long we keep information

For information on how long we keep personal information, see our retention schedule at <https://www.hope.ac.uk/aboutus/governance/dataprotection/>

Who we share information with

Others we share personal information with:

- Local authorities
- Examination boards and bodies
- Employers and placement providers
- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Professional advisors
- Legal bodies or authorities
- Relevant regulatory authorities
- External auditors or inspectors
- Organisations we're legally obliged to share personal information with
- Debt collection agencies

Sharing information outside the UK

On occasions, we may transfer personal information outside of the UK, for example to partner education and research providers. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any international transfer please contact us using the contact information provided above.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>