

Student Privacy Notice

How we use your personal data (for students)

The University needs to collect and process personal data in order to provide services to students, manage its operations effectively and meet certain legal requirements.

What is Personal Data?

“Personal data” means any information which relates to or identifies you as an individual.

Purpose of this Notice

This Notice explains how we will collect and use your personal data.

Liverpool Hope University is the Data Controller for personal data that we process about you. The University is registered as a Data Controller with the Information Commissioner’s Office and manages personal data in accordance with the University’s Data Protection Policy.

Throughout this Notice, “University”, “we”, “our” and “us” refers to Liverpool Hope University and “you” and “your” refers to those expressing an interest in becoming a student at the University both prior to and at formal application stage”, together with those who later become a registered student at the University.

Anything you are not clear about please contact our Data Protection Officer who can answer any queries you may have concerning this Notice or in any way that we process your personal data. Our Data Protection Officer’s contact details can be found at the end of this Notice.

Where does the University get your personal data from?

We obtain personal data about you from the following sources:

From when you provide your contact details for open day activities or to request further information from us, make an application or enrol as a student;

From third party sources (such as UCAS, other institutions involved in the delivery of joint programmes, Government Departments such as the Home Office or the Student Loans Company). Where we obtain personal data from third party sources, we will look to ensure that the third party has lawful authority to provide us with your personal data;

When you complete the online registration task when you first become a student and each year when this is renewed;

From you when you disclose personal data during the course of your studies or when accessing services or resources (e.g. careers advice, counselling, financial support).

What personal data will be processed?

The University will keep a record of the details you provided on your application form, any supporting documents requested as part of your admission and additional details provided by any referees and recorded following any interview process. We will also maintain records about your studies at Liverpool Hope University, and about your use of the academic and non-academic facilities and services that we offer. This personal information will include data such as your name, home address, date of birth, course studied, fee payments, and information about your examinations, assessments and results.

Your personal information is created, stored and transmitted securely in a variety of paper and electronic formats, including databases that are shared between the University (such as the main student records database, SITS). Access to your personal information is limited to University staff who have a legitimate interest in it for the purpose of carrying out their contractual duties, and our use of your personal information will not be excessive.

In addition to this, the University may process some information about you that is classed as 'special category' personal data, and which requires additional protections. This includes information concerning your ethnicity, sexual orientation, religious beliefs or health/disability that we use for planning and monitoring purposes, or in order to provide care, help or suitable adjustments. For certain courses of study, other sensitive information may be processed, such as information about past criminal convictions, working with children or vulnerable adults, and your fitness to practise in certain regulated professions. Access to, and the sharing of, your 'special category' personal data are controlled very carefully. You will normally be given further details about our use of any such data when we collect it from you.

When you register with us, you have the option not to provide certain types of special category data.

What is the purpose and legal basis of the processing?

The University collects and processes a broad range about personal data about you in order to deliver our services to you as a student, manage our operations effectively and meet certain legal requirements. Examples of such services include our residential services, student support services, lecture capture recording, attendance monitoring and Library and sports facilities.

In addition to the above, we set out in Appendix 1 of this Notice the other purposes for which we will process your personal data, together with the legal basis for doing so and the categories of third parties with whom we share your personal data with.

Who will my personal data be shared with?

As described above, your personal information is shared with relevant University staff as required. In addition, it is shared as permitted or required by law, on a considered and confidential basis, with a range of external organisations, including the following:

- Higher Education Statistics Agency (see HESA's statement about the uses made by them of your personal information published at <https://www.hesa.ac.uk/about/regulation/data-protection/notices>).
- Your funders and/or sponsors (e.g the Student Loans Company).
- The providers of any external/collaborative learning and training placements or fieldwork opportunities.
- External examiners and assessors, and external individuals involved in relevant University committees or procedures.
- Relevant Government Departments (e.g. Department for Education, Home Office, Foreign and Commonwealth Office).
- Relevant executive agencies or non-departmental public bodies (e.g. UK Visas and Immigration, HM Revenue and Customs, the Health and Safety Executive).
- Relevant Higher Education bodies (e.g. Office for Students, UK Research and Innovation, Universities and Colleges Admissions Service, Office of the Independent Adjudicator, the organisation(s) running the National Student Survey and other student and leaver surveys).
- Any relevant professional or statutory regulatory bodies (e.g. NCTL, HCPC).
- The University student union and student clubs and societies, in order to facilitate your membership of those bodies.
- Local authorities (in particular, we pass lists of students to Liverpool City Council on an annual basis to assist with the administration of students' exemption from Council Tax).
- On occasion and where necessary, the police and other law enforcement agencies.
- On occasion and where necessary, auditors.
- Companies or organisations providing specific services to, or on behalf of, the University.
- One of our partners if you are studying at another institution for a Liverpool Hope award

How is my personal data used after I graduate?

After you graduate a core record of your studies is retained indefinitely so that the details of your academic achievements can be confirmed and for statistical or historical research. Your contact and core personal details are passed to the Alumni office while you are still a student so that you can be added to the alumni database. Alumni and supporters will receive their own statement setting out how their personal information is used by the University at the appropriate time.

Retention of your personal data

We store your personal information as part of your student record for the duration of your studies (and it may be used as part of our assessment of any future application you make for further studies at Liverpool Hope University). Information about how long different types of information are retained by the University is published at [Records Management – Archiving Student & Curriculum Data Policy](#).

Unwanted communication

We will from time to time communicate with you by email, post, telephone and text. If at any stage you are concerned about the content of these communications, e.g. unwanted marketing information, then:

- please follow any available unsubscribes links or instructions in the communications; or
- contact our Data Protection Officer.

Automated individual decision making, including profiling

This is where we may make decisions automatically about you without human intervention. We use your personal data to conduct other automated individual decision making and profiling as outlined at Appendix 1. Appendix 1 also provides where you can go to find out further information on the logic behind our decisions as well as the significance and consequences of our decisions. If you are still finding it difficult to locate or understand this information please contact the Data Protection Officer who will help you further.

Transfers to third party countries

Sometimes to achieve the purposes for which we are processing your personal data we may need to share your personal data with other organisation based within the European Union or if outside the European Union based in countries that have comparable levels of protection.

When it is necessary to share your data outside of the European Union, we will ensure that there are appropriate safeguards in place.

Your rights as a Data Subject

We thought it would be helpful to set out your rights under GDPR.

You have the right to:

- withdraw consent where that is the legal basis of our processing;
- access your personal data that we process;
- rectify inaccuracies in personal data that we hold about you;
- be forgotten, that is your details to be removed from systems that we use to process your personal data;
- restrict the processing in certain ways;
- obtain a copy of your data in a commonly used electronic form; and
- object to certain processing of your personal data by us.

Please see <https://ico.org.uk/> for further information on the above rights. You may also contact the Data Protection Officer for further information.

You have a right to complain to the Information Commissioner's Office about the way in which we process your personal data. Please see <https://ico.org.uk/>.

Concerns and contact details

If you have any concerns with regard to the way your personal data is being processed or have a query with regard to this Notice, please contact our Data Protection Officer, at legalservices@hope.ac.uk.

Our general postal address is Liverpool Hope University, Hope Park, Liverpool, L16 9JD.

Our telephone number is +44 (0)151 2913478.

Are changes made to this document?

This Notice was last updated on 16th May 2018. It is reviewed when necessary and at least annually. Any changes will be published here and you will be notified via this webpage and/or by email.

Appendix 1

Overview of Reasons for Processing Personal Data (Students)



Specific Purposes	Legal Basis
Management of enquiries with prospective students and communication of information about our services, events and activities.	Consent to receive such communications.
Correspondence with offer holders regarding the next steps in the application and enrolment processes.	Necessary for the purpose of entering into a contract of study with students.
Processing of applications for study and enrolment as a student which can include the processing of criminal convictions data and DBS checks.	Necessary for the performance of a task in the public interest, namely the provision of higher education.
Administration of induction events, registration of students on courses and transfers to new courses.	Necessary for the performance of a task in the public interest, namely the provision of higher education.
Evaluation of academic assessments and other course work.	Necessary for the performance of a task in the public interest, namely the provision of higher education.
The provision of University accommodation. This processing may include processing personal data you disclose regarding health condition or disabilities relevant to your accommodation.	Necessary for the performance of the University's contract with its students or explicit consent to the extent that any special category personal data is obtained.
To offer and provide additional support services such as careers advice, counselling services, financial advice and access to sporting activities.	Access to these services are optional and thereby consent is relied upon for any processing necessary to deliver the services. The University will obtain explicit consent where special category data must be obtained to deliver the service.
Processing of safeguarding concerns to ensure the safety and wellbeing of our students.	Legitimate purpose of ensuring the safety and wellbeing of our students.

Monitoring student attendance at lessons, the submission of assessment and engagement with course material available on Moodle.	Legitimate purpose of ensuring are students achieve academic success through full engagement with their studies.
To offer facilities and services central to your studies such as Library access and computing access.	Necessary for the performance of a task in the public interest, namely the provision of higher education.
Granting of academic awards (including the publication of awards, marks and inclusion in pass lists).	Necessary for the performance of a task in the public interest, namely the provision of higher education.
Processing and recovery of University fees, including course and accommodation fees.	Necessary for the performance of the University's contract with students.
Administration of job applications and employment contracts where the students is employed by the University through Hope Works.	Necessary for the purposes of entering into an employment contract with students.
To monitor our compliance with equalities legislation.	Legitimate purpose of seeking to widen access to higher education, encourage diversity amongst the student body, provide appropriate support and comply with the University's obligations under the Equality Act 2010.
Registration as a member of University alumni upon graduation. Your data as an alumni member will be processed in accordance with the University's alumni privacy notice.	Legitimate purpose of maintaining our relationship with graduates.
Monitoring of use of IT services in accordance with our Acceptable Use Policy.	Legitimate purpose of ensuring network security.
Administration of financial awards and prizes such as scholarships, bursaries and grants, including grants and scholarships provided by third parties.	Legitimate purpose of administering financial support for students.
Administration of financial aid, such as hardship funding and loans.	Legitimate purpose of administering financial support for students.
Provision of immigration welfare services for international students, including applications for visa extensions.	Legitimate purpose of supporting international students.

Administration of external and internal student surveys, including collection of feedback on distinct services such as Library services, SDW and Careers services.	Consent from students who complete the surveys.
Administration of complaints, investigations and disciplinary proceedings concerning student misconduct, including investigations into academic misconduct in accordance with University procedures.	Necessary for performance of task in the public interest, namely higher education provision, (Investigating complaints concerning misconduct is necessary to maintain integrity of University's assessment process, our academic standards, our reputation and the welfare of our students and staff).
Administration of academic appeals issued by students and other complaints brought against the University.	Necessary for performance of a task in the public interest, namely higher education provision (necessary to provide an avenue to raise appeals regarding academic assessments and any other grievances)
For research and statistical analysis into Learner Analytics.	Legitimate purpose of analysing student data to help make informed decisions which can lead to improved student satisfaction, retention and attainment.
Production of statistical returns required by certain third party bodies e.g. the Higher Education Statistics Agency.	Necessary for performance of a task in the public interest, namely research and analysis into higher education access and performance.
Production of student identification cards.	Legitimate purpose of registering students.
Assessment and provision of support services to students, including the provision of disability support services and study support services.	Legitimate purpose of providing appropriate support to students based on their needs.
Administration of the University CCTV system in accordance with the University's CCTV policy .	Legitimate purpose of providing a safe University environment, facilitate prevention and detection of crime and assist with investigation into potential breaches of University regulations and policies.
Audio recording of lectures in accordance with our Lecture Capture Policy.	Legitimate purpose of providing online access to lecture content to deliver a modern learning experience for our students.

Personal Data Released to Third Parties For the Following Purposes	
To professional and industrial bodies wishing to communicate with students about career opportunities and membership of their body and also where relevant to confirm your qualifications and accredit your course.	Consent of students or necessary for performance of a contract of study in circumstances where membership of professional body necessary condition of study.
To external agents of the University in relation to the repayment of student debts, where internal recovery attempts have proved unsuccessful.	Legitimate purpose of recovering student debts.
To any third party wishing to access a catalogue within the University's library containing reference to student work.	Legitimate purpose of providing open access to research and academic works where students have consented to publication of this work or are required to publish under the terms of any funding or sponsorship agreement.
To the Home Office and other international and national governmental and regulatory bodies in connection with the assessment of students' immigration status.	Necessary for compliance with legal obligations or for the performance of public tasks in the immigration context.
To other institutions the University jointly conducts research work with or contracts to conduct research work on behalf of the University.	Necessary for scientific research or statistical purposes.
To the University's insurers in respect of accidents or incidents occurring with the institution and external auditors and external regulators such as the Health and Safety Executive.	<p>Legitimate purpose of managing our insurance claims or reporting such incidents to regulators and auditors.</p> <p>Disclosures of sensitive personal data in this context will be made where explicit consent has been obtained, disclosure is in the substantial public interest or where necessary for establishment, exercise or defence of legal claim.</p>
Disclosures to grant funding bodies to evidence allocation of grant funding payments, including payments of salaries and contact details of students undertaking grant funded work (examples of grant funding organisations will include Erasmus, the European Commission and International Embassies).	Legitimate purpose of administrating grant funds in accordance with funder requirements

Disclosure to Student Loans Company and Student Finance to administer student fees and confirm enrolment on course and payment.	Necessary for performance of a task in the public interest, namely the proper administration of student funding support.
To local authorities for council tax assessment purposes or electoral purposes and for processing of care leaver bursaries.	Necessary for performance of task in the public interest, namely local authorities' functions of assessing council tax payments, supporting local authority care leavers and managing electoral services.
To IT providers delivering externally hosted IT services or products to the University such as Out of Hours IT Helpline and Ablntegro Careers Centre.	Legitimate purpose of providing students with modern IT solutions and services to support their studies.
To external agencies offering plagiarism checking services such as TurnItIn and other academic institutions to identify instances of collusion in relation to plagiarism misconduct.	Necessary for performance of a task in the public interest, namely provision of higher education services (necessary to maintain academic quality standards and integrity).