

Introduction

The University, as part of its day-to-day business, handles and collects student data: both data collected by the University about students and data provided by students. The process for dealing with this data is outlined below.

This notice covers:

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1 Why do we hold your data?

- 1.1 In order to fulfil our obligations to you, we have to maintain accurate and up-to-date records of your personal information. By law, we have to share some information about your studies with relevant regulatory bodies. We will only hold sensitive information such as details about your racial or ethnic origin or health with your consent and because it is needed to either fulfil our obligations to you or to comply with legal requirements.
- 1.2 We may process your personal data because it is necessary for the performance of a contract with you. This includes:
 - interacting with you before you are enrolled as a student, as part of the admissions process;
 - to provide you with the services of an education provider;
 - to deal with any concerns or feedback you may have.
- 1.3 We may also process your personal data for our compliance with our legal obligations. This includes meeting our compliance and regulatory obligations.
- 1.4 We may also process your personal data where it is necessary for medical purposes or it is necessary to protect your or another person's vital interests.
- 1.5 At times, we will process your personal data because you have given your specific or, where necessary, explicit consent for us to do so.
- 1.6 We also retain some data for statistical monitoring purposes. Where practical, this will be anonymised.
- 1.7 Appendix A details the purposes for which we may use your personal data.
- 1.8 The information we typically hold about you is detailed in our Student Retention Schedule, which is available on the intranet under Compliance. This sets out details of how long we will hold information for and the legal basis for holding it.

2. How we collect your data

- 1.1 We collect data about you in a number of ways, including:
- from the information you provide to us when you interact with us before making an application, for example when you express your request for information about a course or a prospectus;
 - when you submit your application to study at AUB either direct or via UCAS;
 - when you communicate with us as part of the admissions process;
 - from third parties, for example from your previous or current school, sixth form college, university or employers who may provide a reference about you or who may sponsor your studies;
 - through information you provide at enrolment;
 - from your interactions with us during your time as a student

3. Rights and duties

- 3.1 It is your responsibility to ensure that the details you give us are accurate and kept up to date. This is particularly important in relation to your correspondence address and mobile phone number – do not forget to tell us if these change, using the self-service option on e-vision.
- 3.2 The data which you provide during the enrolment process or in any later data requests will be processed in accordance with the UK General Data Protection Regulation (UK GDPR). It will only be used by the University for the conduct of its legitimate business.
- 3.3 We will not normally divulge any personal or sensitive information to anyone else (including parents) without your permission. If you wish to give permission there is a form on e-vision called *third party consent*, which can be accessed from the e-vision home page. Here you can identify people with whom we can share information and specify the type of information which can be shared such as financial or academic. You can change your mind about giving permission at any time by deleting the details you have put in. We will also prompt you annually, as part of the enrolment process, to update this information. You should be aware that, in very exceptional circumstances, we may contact a third party without your consent where we believe that this is in your vital interests. We take this kind of decision very seriously, and any agreement to proceed would be taken by a professional expert.

4 Under 18s

- 4.1 If you are under the age of 18, we have additional responsibilities in processing your data.
- 4.2 Where we are processing your data on the basis of consent, we may ask your parent or guardian to provide such consent from time to time. We may do this by either asking them to give consent at the point of collecting the data, or, in some circumstances, by contacting them directly to ask for consent.
- 4.3 Under the law, under-18s are considered children. You can read more about children and data processing [here](#)

5 Passing information to third parties

- 5.1 We are sometimes required to pass information to third parties to fulfil our statutory duties. One example is when the University is required to provide student contact details for the National Student Survey. We will also provide relevant information to awarding bodies, if your award is validated by a body other than AUB.

- 5.2 Data may be released to third parties in relation to financial matters associated with your education. We are required to pass data about you to HESA (part of JISC), which creates a Student Record for you, and some of this will be passed to other statutory bodies involved with the funding of education.
To find out more about what is included in your HESA record and how this information is used, you can read their privacy information [here](#).
- 5.3 We will provide data to the Student Loan Company and to your Local Education Authority. If necessary, the University will also release data to parties involved in the recovery of debts to the University. The University provides confirmation of student status to Bournemouth Council for the purpose of confirming eligibility for council tax exemption.
- 5.4 In delivering educational services to you and fulfilling our obligations to you, we may, from time to time, use academic tools to assess and review your work. Such tools will be delivered by third parties. They can include, but are not limited to, plagiarism software. In uploading your work to these tools, or asking you to do so directly, some of your personal data, such as your name and student number, will be included. All such transfers will be secure and within the AUB network unless you specifically upload your work or information away from AUB or outside the University's network.
- 5.5 Further, in delivering educational services to you and fulfilling our obligations to you, we will, from time to time, give you access to resources such as course blogs and online learning tools. Such resources and tools will be delivered by third parties. In using these resources and tools, some of your personal data, such as your name and student number, will be included.
- 5.6 If you require a Student Route visa to study in the UK, we will share your personal data with UK Visas & Immigration (UKVI) in the process of issuing the CAS that you need for your visa application, in ensuring the application progresses appropriately, in dealing with any queries relating to your immigration history and in processing any withdrawals from studies. We will also share attendance and engagement data on sponsored students with UKVI on request.
- 5.7 Where students are sponsored by an employer, national government or other source, the University will provide details of attendance and attainment to the sponsor on request.
- 5.8 We may share your data with other third parties if you ask us to do so, for example if you do a student exchange or placement.
- 5.9 From time to time, the University may need to outsource support functions, primarily related to IT. This will be done with specific suppliers with which the University has strict agreements, and access will only be granted when required.
- 5.10 Data may also be passed to other agencies in accordance with our statutory requirements; under no circumstances will your data be passed to an agency which does not subscribe to the UK General Data Protection Regulations, be sold to a third party, or otherwise used for profit.
- 5.11 For details of the above agencies and other parties data may be shared with, see Appendix B. The appendix may be updated on an annual basis.

6 Marketing and alumni

- 6.1 The University uses a Customer Relationship Management system (CRM) in managing enquiries and applications. This system is delivered by a third party and processing of data partly takes place outside of the UK and the EU. The University has strict agreements in place to control and limit the use of data within this system.

- 6.2 Personal data will be published in the award ceremony booklet. This information will also be passed to third parties involved in the ceremonies (including our local paper and commemorative clothing suppliers). All published details will be available on our archive and our website following the relevant graduation events.
- 6.3 You may withhold your consent to your name being published for these purposes when you register online to attend the award ceremony or graduate *in absentia*.
- 6.4 After you have graduated, we will ask you if you wish to be contacted as a member of the Alumni Association or if you wish to receive information about the University's products and services. You are allowed to opt out of receiving these communications at any time.
- 6.5 Your work may be used to promote the University on the website and in other publications, in accordance with legislation on intellectual property.
- 6.6 You may be filmed or photographed while on your course and the course team may put the video or image on the website along with selected work from students. If you do not want to be filmed or photographed, you must make your views clear at the time the filming or photography is taking place.
- 6.7 Students under 18 will **not** be filmed or have their photo used without written permission from parents or guardians.

7 Sharing information with the Police

- 7.1 We will provide data on request to the police and other enforcement agencies in emergencies and where crime detection or prevention can be aided by its release. This is part of our legal obligations.
- 7.2 We may also share certain details about you with our dedicated Police Community Support team where there is reason to do so, for example in relation to criminal or anti-social behaviour. This will not include information about your academic progress but may include your photograph and contact details.

8 Students' Union

- 8.1 We will share your name, contact details and student number with the Students' Union (SU) in order to help the SU to communicate effectively with you.
- 8.2 The SU use this information to administer membership of the Students' Union. They will also send some of the student data to the National Union of Students ("NUS")
- 8.3 You can opt out of being contacted by the SU and from your data being processed at any time.

9 Retention

We will retain your full student record for six years after you have left the University so that we can fulfil our function of recording details of the awards we make and provide details of your education and references when asked to do so. This may include retaining your work, or copies of your work, as part of the requirements set by the Office for Students, which is the regulator for higher education in England. After six years, we will retain a permanent record of you and your achievements at the University.

10 Your rights

10.1 Under the GDPR you have a right to:

- request access to, and copies of, the personal data that we hold about you;
- raise an objection where the processing of data we hold about you is likely to cause you damage or distress.
- require that we cease processing your personal data if the processing is causing you damage or distress;
- require us to correct the personal data we hold about you if it is incorrect;
- require us to restrict our data processing activities (and, where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal, or require us to delete your data);
- stop us from sending you marketing communications.

10.2 To read more about your rights, please visit the [ICO website](#)

10.3 To exercise these rights or if you require any further information or have any queries, please contact the Data Protection Officer dp@aub.ac.uk. You should note that there is some data which we are legally required to hold, and you cannot exercise a 'right to be forgotten' in respect of this data.

10.4 The University's Data Protection Policy can be accessed through the student portal, MyAUB.

Appendix A

The purposes for which we may use personal data (including sensitive personal data) we collect from and in relation to our students include:

- recruitment and admissions;
- establishing your fee status for studying in the UK;
- determining your right to study in the UK, including your immigration status if you are not a British national;
- issuing the CAS for any sponsored visa students; academic matters, such as:
 - the provision of teaching, learning and research services (e.g. registration, assessment, blogs and other online tools, attendance and engagement, managing progress, academic misconduct investigations, certification, graduation);
- maintaining student records;
- assessing your eligibility for bursaries and scholarships, etc.
- providing library, IT and information services;
- non-academic matters in support of our core services, including:
 - providing student support services (e.g. Disability and Additional Learning Support, Careers and Employability Service, Health and Wellbeing Service, Student Medical Centre, personal supervisors and academic departments);
 - providing support for career planning;
- monitoring equal opportunities;
- safeguarding and promoting the welfare of students;
- ensuring students' safety and security;
- managing student accommodation;
- managing the use of social media;
- administering finance (e.g. fees, scholarships and bursaries);
- other administrative purposes, including:
 - providing operational information (e.g. providing IT support, information about building closures or access restrictions on campus, or safety advice);
 - research and statistical analysis;
 - audits (e.g. to ensure compliance with our regulatory and legal obligations);
- preventing and detecting crime;
- promoting our services (e.g. providing information about summer schools or events);
- dealing with grievances and disciplinary actions;
- dealing with complaints and enquiries.

Appendix B - Organisations we may share information with

OfS/HESA/ESFA

Universities have a statutory obligation to OfS (Office for Students) and the ESFA (Education and Skills Funding Agency) to provide information on how public money they receive is spent. As part of this reporting, every year we will send some of the information we hold about you to HESA (High Education Statistics Agency) (part of JISC). [HESA](#) is the official source of data about UK universities, higher education colleges, alternative HE providers, and recognised higher education courses taught at further education institutions in Wales.

HESA information is retained indefinitely by HESA for statistical research purposes.

If you give us information about your disability status, ethnicity, sexual orientation, gender reassignment or religion these may be included in your HESA information and used to assist with monitoring equality of opportunity and eliminating unlawful discrimination in accordance with the Equality Act. Some other sensitive information is used to enable research into the provision of fair access to higher education, for example information as to whether you are a care leaver.

If you are enrolled at a higher education provider in England regulated by the Office for Students your HESA information will include details of any financial support you may receive from us.

Further information is provided in HESA's [Student Collection Notice](#).

The Office for Students Privacy Notice can be found [here](#).

The ESFA Privacy Notice can be found [here](#).

UCAS

The University both receives and shares data with UCAS. Data sharing is limited to students who apply for their course directly to the University and to update offer details for all students.

You can find UCAS' Privacy Policies [here](#).

University of the Arts London (UAL)

At Foundation level, the University delivers the UAL Foundation Diploma in Art and Design. As a result, relevant student data will be shared with UAL in order to provide teaching, assess work and manage all relevant aspects of the course.

UAL also certifies the University's Post Graduate Research degrees and student data will be shared for this purpose.

UAL shares information about their data processing [here](#).

Bournemouth and Poole College (BPC)

The University delivers some courses in collaboration with BPC. These courses are wholly delivered on the BPC campus; however, the admissions process is undertaken by AUB, and as such, student data will be shared between the two institutions.

BPC's Privacy Policy is [here](#).

Derwent FM/Student Roost

The University offers accommodation for students across three different sites. Two of these, Campus Halls and Madeira Road are managed by Derwent FM. The third, Home Park, is managed by Student

Roost. In order to facilitate bookings and the general management of these sites, some personal data will be shared with the management companies.

Derwent FM has published their Privacy Policy [here](#); Student Roost [here](#).

Student Loans Company

The University is obliged to provide some information in respect of your studies to the Student Loans Company which may include your tuition fees, confirmation of enrolment, attendance confirmation at three points in the academic year and if you interrupt or withdraw from your studies and the reasons why. We would provide this if you have applied for a student loan and meet the eligibility criteria to ensure you receive the funding you are eligible for.

Other Funding Providers

The University has an obligation to share certain data with other funding providers such as the NHS Student and Social Work Bursaries, US Department of Education, Department of Veteran's Affairs etc. This data forms part of the agreement you make with your funding provider at the outset.

Survey companies

Your contact details may be passed to external survey contractors where this is required as part of our statutory duty. This includes the contractors who conduct the National Student Survey (NSS), and surveys of student finances, on behalf of some organisations to help carry out public functions connected with education in the UK.

These organisations and their contractors will use your details only for that purpose and will then delete them.

Graduate Outcomes

After you graduate, you will be contacted to complete one or more surveys into the outcomes of higher education and your activities after graduation. These surveys may be undertaken by us or by another specialist organisation contracted for that purpose. If a specialist organisation is used that organisation will receive your contact details but will only use your details for the purpose of asking you to complete the survey and will then delete them. You may also be contacted as part of an audit to check that we or any contracted organisation have undertaken these surveys properly. Prior to the Outcomes Survey, the University will contact you to verify the contact information held.

Taking part in the NSS, Graduate Outcomes or any other University survey is optional, but your feedback will help improve the student experience for others.

For more information, please see the Student Collection Notice on the [HESA website](#).

UK Visas & Immigration

For overseas, non-UK / EU students only. The University has Student Route Sponsor status and has a responsibility to keep certain personal information on sponsored students. In certain circumstances, it is required to share this information with UK Visas & Immigration (UKVI). Records will be kept as required by [Appendix D](#) of the Sponsor Guidance.

Office of the Independent Adjudicator

If you decide to lodge a complaint with the Office of the Independent Adjudicator (OIA) information relevant to the complaint will be shared with the [OIA](#).

Professional and Regulatory Bodies

Information will be provided to Professional and Regulatory bodies in relation to the confirmation of qualifications, professional registration (including conduct) and the accreditation of courses.

Local Authority

As a student you may be eligible for council tax exemption. If you are eligible, the University is required to provide your details to your relevant local authority. This will be in the form of your name, address and course information as an enrolled student. These details will be provided on the legal basis of the legitimate interests of the University in verifying eligibility for student council tax exemption in an efficient manner and will be for the benefit of students as they will not have to seek verification individually.

AUB Online (trading name 'Arts Online Bournemouth Limited')/CEG

For students on online only courses. The University will share enquiry and student data to process enquiries, deliver teaching and complete all relevant functions of providing a purely online course.

You can find the privacy notice for the online provision [here](#).

Sponsors and employers

If you are being funded to undertake your course by a sponsor or employer then the University may need to pass your personal data, for example in the form of an invoice, progress report or attendance report to that sponsor or employer, as part of your contract with your sponsor or employer.

Placement providers

Where your course requires you to undertake a placement with another organisation, it will be necessary for the University to share some of your information with that provider.

Partner organisations

Where it is necessary in order to deliver a course jointly or collaboratively, or where you have elected to participate in a study abroad opportunity, the University may share your personal data with the partner organisation.

Auditors

Universities have a statutory obligation to be audited each year by a registered statutory audit firm. In addition, to ensure that the University has good corporate governance in place a registered audit firm also carries out internal audits. It is sometimes required that student data is shared or viewed by the auditors to ensure that a thorough audit can be completed. The data shared may include financial, academic or personal data.

Payment System Providers

To allow students to make online payments the University shares student data with their payment system provider, currently WPM. The sharing of this data allows for students to be correctly identified at the point of payment. The data shared includes Student ID, date of birth and invoice data.

Software services

We use a number of suppliers who process personal information on our behalf. These include suppliers of software services. These act strictly on our instructions and must not use the information for their own purposes.