

## General Privacy Notice

### 1. Purpose of this Notice

- 1.1 Teesside University is committed to protecting the privacy and security of your personal information ("Personal Data") in full compliance with data protection legislation. Personal Data means any information which relates to or identifies you as an individual.
- 1.2 Teesside University is a "Data Controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to inform you about what information we collect about you, what we do with it, and why.
- 1.3 We may amend this notice to reflect changes to our website, business, data protection law or other legislation. For this reason, we ask that you revisit this notice on a regular basis.

### 2 Why your Personal Data is Collected

- 2.1 The University needs to know certain information about its staff, students, contracting partners, researchers and anyone accessing University services so that it can operate effectively and perform its functions, primarily as an educator, researcher and employer but also as a consumer and provider of goods and services.
- 2.2 The University will only process your personal data if there is a lawful basis for it to do so in accordance with the data protection principles.

### 3 What and How do we collect your personal data

- 3.1 We have adopted a layered approach to informing you what and how we collect your personal data. What and how we collect your personal data will depend upon our relationship with you. For further information please refer to the bespoke privacy notice on the University's privacy web pages which most closely describes your relationship with us.

### 4 Lawful Basis

- 4.1 The University will only process your personal data where it has a lawful basis to do so. The lawful bases relied on by the University in processing your personal data commonly include:

- Consent
- Contract
- Task carried out in the public interest
- Legitimate Interests

There may be instances where the University relies on vital interests or compliance with a legal obligation.

## 5 Marketing

- 5.1 We like to keep you up to date with our news and activities. We may do this by sending you information by email, social media, post, telephone call or text message. In order to do this we operate a database that contains your Personal Data.
- 5.2 If you register your interest with us directly or through a 3rd party working on our behalf, you will be given the opportunity to opt out of receiving future marketing communications in relation to similar products and services. This will be done at the point where your Personal Data is first collected and you will be given the option to opt out in all subsequent communications.
- 5.3 If you register to attend one of our events, apply for a prospectus, or apply to us to undertake a course, your Personal Data may be passed to us by a 3rd party to fulfil your request. As part of this process you can opt-out of receiving marketing communications.
- 5.4 We may use software to assess if you open emails we send you and whether you access links or documents we send.
- 5.5 Any marketing communications which you receive will provide you with a simple and transparent way to unsubscribe. Any requests to unsubscribe will be acted upon promptly. In the unlikely event you have any problems with unsubscribing, please contact our Data Protection Officer at [dpo@tees.ac.uk](mailto:dpo@tees.ac.uk)
- 5.6 Any information you provide us with will be added to our secure CRM database, and may be shared with your current school and/or college for reporting purposes, including attendance at University activities/events. Our CRM database will help us build up a profile of what you are interested in. The CRM system will then auto generate what information we send you (in the future) based on the information you have provided us with.
- 5.7 We do not sell your Personal Data to 3rd parties.

## 6 Transfers of Personal Data outside of the EEA

6.1 We may pass Personal Data to other organisations within or outside the EEA who are contracted to provide services to us where the transfer is necessary for the provision of those services. We may also transfer your Personal Details to one of our overseas offices to progress or administer your application. Some of these countries may not have the same level of data protection as the UK. If we make such a transfer we will ensure this is subject to appropriate safeguards.

## 7 Personal Data Retention Periods

7.1 We will retain your Personal Data for the period outlined at the time the data is collected and only retain the Personal Data we hold about you as long as necessary and in accordance with the University's Retention Policy.

## 8 Your Responsibilities

8.1 *Updating your details:* GDPR requires that Personal Data is accurate. It is essential that you let the University know if your contact details change. If the University does not have the correct contact details, we cannot take responsibility if any information you require is sent to the wrong address. This could have serious consequences e.g. missing an exam or deadline.

8.2 *Processing Personal Data:* You must comply with the University's Data Protection Policy if as a student you have access to the Personal Data of others or if you wish to collect or process any Personal Data as part of your studies or research. You must ensure that you notify and seek approval from your supervisor before any processing occurs. If you are processing Personal Data other than as part of your studies, you should contact the Information Commissioner's Office (ICO) as you will not be covered under the University's registration.

## 9 Your Rights

9.1 As a data subject you have certain rights which include:

9.1.1 *The Right to lodge a complaint with a Supervisory Authority* If you think there has been a breach of Data Protection legislation you have the right to lodge a complaint with a supervisory authority of the country in which you are resident, studying or working. The details of the Lead Supervisory Authority is detailed below;

9.1.2 *Right to Erasure (Right to be Forgotten)* You have the right to have some Personal Data we hold about you erased without undue delay. This is not an

unqualified right and the University will continue to hold certain core details regarding your study at the University such as name, date of birth, course attended and award received;

- 9.1.3 *Right to Object* You have the right to object at any time to the processing of your Personal Data. To object to or opt out of any data processing or data sharing by the University please e-mail the Data Protection Officer at [dpo@tees.ac.uk](mailto:dpo@tees.ac.uk). The University will consider your request, however, it may not always be possible to facilitate such a request. The University is required by law to collect and process some Personal Data and it may not be possible for you to continue as a student of the University, if the University ceased processing certain data.
- 9.1.4 *Right to withdraw Consent* Where consent forms are the basis for processing, you have the right to withdraw your consent to the processing at any time subject to the same qualifications referred to above.
- 9.1.5 *Right to Data Portability* If you request us to, we will transmit your Personal Data directly to another organisation.
- 9.1.6 *Right to Rectification* You have the right to ask us to rectify inaccurate information held about you without undue delay.

## 10 Access to Personal Data

- 10.1 You can find out what information we hold about you by making a subject access request. If we do hold information about you we will give you a description of it, tell you why we are holding it, tell you who it could be disclosed to and let you have a copy of the information in intelligible form. The request can be made free of charge, by contacting the University's Data Protection Officer, details of which are below.

## 11 Keeping your Personal Data Secure

- 11.1 The University has technical and organisational measures in place to keep your personal data secure. All members of the University community are required to adhere to the University's Data Protection Policy and related policies.

## 12 Name and address of the Controller and Data Protection Officer

- 12.1 The Controller is an organisation which determines the means and purpose of processing your Personal Data.

- 12.2 The Controller is Teesside University Middlesbrough, Tees Valley, TS1 3BX, UK. Telephone: +44 (0)1642 218121
- 12.3 The University's Data Protection Officer is contactable at the above address, tel: +44 (0)1642 218121, Email: [dpo@tees.ac.uk](mailto:dpo@tees.ac.uk)

## 13 Name and Address of the Lead Supervisory Authority

- 13.1 The Lead Supervisory Authority overseeing the Controller is: The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK95AF, United Kingdom. Tel: +44 (0)3031231113, Email: [casework@ico.org.uk](mailto:casework@ico.org.uk). Website: <https://ico.org.uk>
- 13.2 A comprehensive list of the purposes for which the University processes Personal Data are notified to the Information Commissioner's Office (ICO) and can be viewed on the office of the Information Commissioner's Register. To view the University's registration you can use the search form for the Register and enter the University's registration number Z5567143.

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