

ADVICE HUB PRIVACY STATEMENT

Last Reviewed: 1st January 2022

INTRODUCTION

Heriot-Watt University Student Union (“we”, “our” or “us”) promises to respect any personal data you share with us, or that we get from other organisations and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn’t reasonably expect when you contact us for support.

WHERE WE COLLECT INFORMATION ABOUT YOU FROM

The Advice Hub is an independent and confidential service. We process your data for our own records, it is stored electronically, externally to the Union and University servers. We will never use the information about you for marketing purposes.

We collect data about you in three ways:

DIRECTLY FROM YOU

When you make contact with us, we will ask you for information about yourself and your situation. This will contain personal information about you. The Union has a legitimate interest in processing this data for the purposes of providing you with support and for anonymous statistical analysis.

Throughout your case, you may provide other information and documentation about yourself and your situation. This information would be provided by you directly.

FROM THE UNIVERSITY

We have a data sharing agreement with the University to access certain basic details about you from your student record. This enables us to maintain a

record of our members and includes information such as your name, student number, school, year of study etc. This has been set up so that we can offer the best service available to you.

The Advice Hub will only use this shared data to form part of your case once we have received consent from you to do so, such as replying to an email from an Advisor and therefore accepting the privacy notice included at the end of each email communication.

WHEN A THIRD PARTY PROVIDES US WITH YOUR DATA

You may give us consent to collect information from a third party, such as your landlord, to assist with your case. We will only do this with your explicit consent.

WHAT PERSONAL DATA WE COLLECT AND HOW WE USE IT

When you contact us and ask for support, we keep a record of the information you have provided and our response to you. This can range from one email, to detailed notes on meetings that we have had with you, depending on the complexity and nature of the situation.

A case may be created on our Case Management System that contains the personal details we have collected, along with progress and updates on the situation so we can best support you.

Basic information recorded when a new case is created include:

- Student Number
- Name
- Email
- Date of Birth
- School
- Year of Study

- Level of Study

We use your data for two purposes:

PROVIDING YOU WITH SUPPORT

The first and most important purpose, is to help you with your case or problem. We collect your data under the legal basis of legitimate interest. This means that we feel you would reasonably expect us to process your data when you approach us for support.

For example, it would be very difficult for us to give you support in submitting an academic appeal if you didn't tell us your name or what course you are on. Because of this, we don't need direct consent to process your data when it is part of your case / enquiry.

MONITORING AND STATISTICAL ANALYSIS

Any data used for this purpose is anonymised so you can't be directly identified from it.

We process your data for analysis to look at trends / patterns so that we can focus our work on helping students in the best possible way.

For example, if we see that a lot of mature students or students in a particular department are having the same problems, we can look at ways to prevent these problems occurring in the first place. An example might be approaching the University about changing a policy or looking at how we can better provide support to a particular group of students.

HOW WE KEEP YOUR DATA SAFE AND WHO HAS ACCESS

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff and contractors.

Case details are recorded in our Case Management System which is provided by a third-party provider. We have assessed their data protection practices and confirmed they match our expectations. Access to the Case Management System is restricted to Advisors within the Advice Hub through secure password logins.

Any documents you provide may be stored both within the Case Management System or on a secured server, with access limited to Advisors within the Advice Hub.

Paper-based documentation provided will be stored securely in locked cabinets, accessible only to Advisors in the Advice Hub.

We disclose your information to key suppliers with whom we hold contracts to deliver services for the Students' Union. These suppliers are named below:

Supplier: Membership Services Solutions Ltd
Purpose: Case Management System provider
Address: Warwick Student Union, Gibbet Hill Road, Coventry, CV4 7AL

We may need to disclose your details if required to the police, regulatory bodies or legal advisors.

We will only ever share your data in other circumstances if we have your explicit and informed consent, unless we believe there is a substantial threat to life / harm of you or another person.

KEEPING YOUR INFORMATION UP TO DATE

We ask that you keep us up to date of any changes to data we hold about you, or the discovery of any inaccuracies.

UNDERSTANDING THE DETAIL OF OUR DATA SECURITY MEASURES

When we process your data, we will have already carefully assessed the lawful justification for doing so, the parameters in which the data is processed, the

length of time the data is held for, the secure storage of your data and undertaken impact assessments to ensure your rights are delivered.

The Student Union operates a Data Protection and Information Security Policy for our employees and volunteers. All employees and volunteers handling data are required to undertake general data protection training and third parties handling data are required to provide a contract which meets the requirements of the Information Commissioner's Office.

YOUR RIGHT TO KNOW WHAT DATA WE HOLD ABOUT YOU, MAKE CHANGES OR ASK US TO STOP USING YOUR DATA

You have a right to ask us to stop processing your personal data, and if it's not necessary for the purpose you provided it to us for (e.g. recording the support provided to you) we will do so. Contact us on 0131 451 5333 or privacy@hwunion.com if you have any concerns.

You have a right to ask for a copy of the information we hold about you. If there are any discrepancies in the information we provide, please let us know and we will correct them.

If you want to access your information, you must complete the Subject Access Request Form with a description of the information you want to see and the required proof of your identity by post to the Heriot-Watt University Student Union, Riccarton, Edinburgh, EH14 4AS or in person with the Data Protection Officer.

If you have any questions please send these to privacy@hwunion.com, and for further information see the [Information Commissioner's guidance here \(link is external\)](#).

CHANGES TO THIS STATEMENT

We may change this Privacy Statement from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on our Website or by contacting you directly.

If you have any questions, comments or suggestions, please let us know by contacting privacy@hwunion.com.