

Undeb Bangor Academic Advice Service

Privacy and Confidentiality Statement

Introduction

Undeb Bangor's Academic Advice Service offers a professional and confidential academic advice service to all Bangor University Students. We want to make sure all of our students know that we take your data protection and rights very seriously. Therefore:

- We ensure that when you disclose sensitive and personal information to us, it is kept confidential.
- All information disclosed to us will be handled respectfully and appropriately.
- All information disclosed will be handled in a legally compliant way.
- We won't do anything with your data that you wouldn't expect us to in helping with your case and that any information shared will be on a need-to-know basis and necessary for this purpose.

What data we collect

When you use our service, we keep a record of the information you provide and any correspondence with you. This may include:

- Emails
- Meeting notes
- Case summary notes
- Formal case documents

We also collect demographic data such as:

- School
- College
- Age
- Year of Studies
- Home/EU/Non-EU Student

How we collect and use your data

We use your data in two main ways. These include:

- Most importantly, to help and support you with your case.
- Processing for our own records, monitoring and statistics – any demographic data is always anonymised so that you can not be identified from it in any reports analysing trends and themes.

We collect data about you in the following ways:

- The information you provide to us directly.
- From a person/third party you have given consent to share information with us.
- From the Undeb Bangor Data Portal – for example to get course data if you haven't provided this.

Method of Storage

For the most part, records are kept electronically on a secure, password protected Microsoft OneDrive. Email correspondence is kept within a secure Undeb email account.

Any information and documentation not stored electronically will be kept within a locked cabinet.

Sharing your data

In general, we will not share your information without your consent. However, there are some instances where we may be required to share your data. They include criminal and terrorist activity, adult and child protection concerns, conflict of interest, or if we believe there is a substantial threat to life/harm of you or another person.

Data Retention Periods

Student cases and case notes will be kept for a period of 6 years. After this time all information will be removed from our records. We will keep anonymised data after this time for statistical reporting. However, this will not be linked to any personal record.

Your Rights

The General Data Protection Regulation 2018 (GDPR) sets out your rights as an individual. These include:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability

These are in balance with Undeb Bangor's legitimate interest in supporting you with your case.

How to contact us

If you have any questions about any of the above, please email undeb@undebbangor.com or phone 01248 388000.