

Privacy Notice – Report and Support

Privacy Notice

This privacy notice explains how the University of Strathclyde will use your personal information and your rights under data protection legislation.

It is important that you read this notice prior to providing your information.

Who we are

The University of Strathclyde is the organisation responsible for your personal data in terms of data protection legislation (the data controller).

If you have any questions regarding the handling of your personal data, or your rights, please contact the University's Data Protection Officer at dataprotection@strath.ac.uk.

Information we collect and use about you

We collect and use information provided on our Report and Support online form. Personal information may relate to:

- the individual making the report; and/or
- a third party mentioned in a report, e.g. other students, staff or third parties

Data may include: name and personal contact details; identifying characteristics; and information about behaviours reportedly demonstrated by individuals. Depending on the nature of the report, this may include sensitive information (known as 'special category data' in data protection legislation), e.g. information relating to health, sexuality, race/ethnicity etc.

In some cases we may combine this with other information the University holds about you, e.g. alternative contact details.

Why we require this information and our lawful basis

Data submitted using the Report and Support form will be used to assess the nature of the problem reported and in particular to assess whether any of the following apply:

- a potential breach of staff or student discipline;
- a need for health, wellbeing or disability support;
- a criminal offence may have occurred;
- a risk to safety or security of staff, students or other campus users; or
- a safeguarding risk, including safeguarding risks for under 18s and/or vulnerable adults.

The lawful basis for the processing of data in the Report and Support system is that either:

- the data subject has consented to the processing;
- the processing is necessary for the performance of a contract to which the data subject is party;
- the processing is necessary for compliance with a legal obligation to which the controller is subject;
- it is necessary to protect the vital interests of the data subject or another person;
- it is necessary for the performance of a task carried out in the public interest; or
- it is in the legitimate interests of the University in ensuring the safety and wellbeing of staff, students and visitors to the University.

The lawful basis for processing Special Category Data and Criminal Conviction Data under Article 9 of GDPR is that it is the substantial public interest to process the data, as set out in the following paragraphs of Schedule 1 of the Data Protection Act 2018:

- equality of opportunity or treatment;
- preventing or detecting unlawful acts;
- protecting the public; or
- safeguarding of children and individuals at risk.

Processing of special category data may also be carried out where:

- it is necessary to protect the vital interests of the data subject or another person;
- the data subject has explicitly consented to the processing; or
- processing is necessary for the establishment, exercise or defence of legal claims.

Disclosing your information

The information provided using Report and Support will be available to a restricted group of staff from Professional Services teams within the University. If a report is made regarding the wellbeing of an individual, normally we will consult with that individual before sharing information with another area of the University.

However, we may share your information internally, i.e. to other parts of the University, or to external agencies such as the Police or other emergency services, without consulting you or others you have mentioned in your report if:

- we have a significant concern about safety or wellbeing and sharing information may assist in mitigating the risk of death or serious harm;
- where we have a significant safeguarding concern about a person under the age of 18 or a vulnerable adult;
- for the purposes of the prevention or detection of a crime; or
- where we are required legally to do so, e.g. under a court order.

We may also share information internally without consulting you or others mentioned in a report if it relates to obligations under other legislation, or other University procedures, e.g. staff/student misconduct, Dignity & Respect etc.

Transferring data internationally

Your data will not be transferred outside the UK, except in cases where in response to significant safety, wellbeing or safeguarding concerns we need to contact a student or staff emergency contact who is outside the UK.

How long your information is retained

The staff managing Report and Support will assess on a monthly basis whether a report should be regarded as "closed". The complete contents of your Report and Support submission will be kept for up to 18 months after the record is marked as "closed". Anonymised data (data relating to the nature of your report but without any personal identifiers) will be kept for an indefinite period of statistical purposes. Where a Report and Support submission forms part of an internal investigation or external legal or criminal process, your report may form part of the record kept separately relating to that process. It will then be retained for the appropriate retention period for records relating to that process.

Automated decision making and profiling

Data submitted via Report and Support will not be used for automated decision making or profiling.

Data is required as part of a statutory or contractual requirement or obligation

Provision of data via Report and Support is not part of your contractual obligations to the University.

Your rights

Under data protection legislation, you have a number of rights* including the right to:

- withdraw consent, at any time, where that is the lawful basis of our processing;
- access your personal data and obtain a copy, free of charge;
- rectify inaccuracies in personal data that we hold about you;
- erasure, that is have your details removed from systems that we use to process your personal data;
- restrict the processing in certain ways;
- obtain a portable copy of data you have given to us in a commonly used electronic form; and
- object to certain processing of your personal data by us.

***Please note that the ability to exercise these rights will vary and depends on the lawful basis under which the processing is being carried out.**

Please contact dataprotection@strath.ac.uk if you wish to exercise/enquire about any of these rights.

Complaints

If you wish to make a complaint about how we have handled your personal data, you can contact the Data Protection Officer at dataprotection@strath.ac.uk.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you also have the right to complain to the Information Commissioner's Office (<https://ico.org.uk/concerns/>).