

## **Privacy Notice – Supportal**

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](mailto:dataprotection@strath.ac.uk).

### **Information we collect and use about you**

We collect identifiable information about you, such as your name and contact details.

### **Why we require this information and our lawful basis**

The personal data you supply here will be used to manage enquiries. Specifically in order to be able to address issues that are raised in the support portal so we can identify who is impacted by the issue, and respond with information/solutions.

The legal basis for this processing of your data under GDPR is 'public task'.

### **How long your information is retained**

The identified retention period for your data covered by this privacy notice is 3 years. After which it will be reviewed, and if the purpose for which it is being processed is still valid, the retention period may be extended.

If however your data has served its purpose then your personal data will be securely destroyed, sometimes data will be stored for longer periods eg for archiving purposes in the public interest, scientific or historical research purposes. Non-personal data may be kept indefinitely depending on needs.

## **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 depend on the lawful basis under which the processing is being carried out.

Please contact [dataprotection@strath.ac.uk](mailto: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](mailto: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/>).

## **Status of this Privacy Notice**

This privacy notice is subject to change. You can find out more about the legislation on the ICO website [www.ico.gov.uk](http://www.ico.gov.uk)

This Privacy Notice was last reviewed on 29/07/2021