

## **Supportal**

### **Privacy Notice**

#### **Introduction**

The University of Strathclyde is committed to transparency and to complying with its responsibilities under data protection legislation. This privacy notice sets out important information regarding how we will use your information and your rights under the legislation. It is important that you read this notice prior to providing your information.

This notice is regularly reviewed and sometimes updated.

It is important that you check back often for updates to this Notice.

Updates may be made at any time and you will always find the most up to date version at

[https://supportal.dmem.strath.ac.uk/Supportal\\_Pnotice.pdf](https://supportal.dmem.strath.ac.uk/Supportal_Pnotice.pdf)

The University of Strathclyde is a data controller under data protection legislation. Any enquiries regarding data protection should be made to the University's Data Protection Officer at [dataprotection@strath.ac.uk](mailto:dataprotection@strath.ac.uk)

#### **What is personal data/personal information?**

In simple terms, personal data is information which identifies and relates to you, either on its own or in conjunction with other information held by the University. Sensitive personal data (or special categories of personal data, as it will be known under new EU legislation coming into force on 25 May 2018) is personal data which falls within one of these categories:

personal data revealing racial or ethnic origin, political opinions religious or philosophical beliefs trade union membership genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health data concerning a natural person's sex life or sexual orientation shall be prohibited data relating to criminal convictions/criminal proceedings (this definition will change slightly under GDPR)

#### **The types of personal information we collect**

We collect identifiable information about you, such as your name and contact. Privacy notices, like this one, tell you what the information will be used for. If we are ever collecting sensitive personal data, as defined above, additional safeguards will be in place around how we can use that data.

#### **How we use personal information**

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 legitimate interests.

### **Our Legitimate Interests**

Are those which allow us to deliver and manage all aspects of education, research, knowledge exchange and consultancy as appropriate to an university.

### **Marketing**

The data you provide to this system will not be used for direct marketing to you.

### **Where we store and process personal information**

Electronic personal data is held on the University's secure servers. Hard copy data will be stored securely to prevent unauthorised disclosure

### **How we secure personal information**

The University has robust Information Security policies in place to protect all the data it holds, including your personal data. You can read more about these policies and technical standards on the University website

<https://www.strath.ac.uk/staff/policies/informationsecurity/>

On a day-to-day basis staff access to members' personal data is restricted on a 'need to know' basis. The University's data protection policies and procedures make clear that all staff have a responsibility to ensure that they handle personal data appropriately and that suitable organisational security measures are in place.

### **Who we share data with**

This data is not normally shared outwith the University – though vital interests or legal obligations may require it to be released to, e.g. public agencies.

### **How long will we keep your data**

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 the General Data Protection Regulations

You have a number of rights under the Act. These include the right to:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

For more information on your rights please see

<https://ico.org.uk/for-the-public/is-my-information-beinghandled-correctly/>

### Right to access personal data

You have a right to request a copy of the information the University holds about you; this is known as a 'Subject Access Request' (SAR). For more information see the University's Data Protection web pages or contact [dataprotection@strath.ac.uk](mailto:dataprotection@strath.ac.uk)

### Right to complain

If you have any concerns/issues with the way the University has processed your personal data you can contact the Data Protection Officer at [dataprotection@strath.ac.uk](mailto:dataprotection@strath.ac.uk). You also have the right to lodge a complaint against the University regarding data protection issues with the Information Commissioner's Office (<https://ico.org.uk/concerns/>).

### Keeping your information up to date

You can update your details at any time by prior to publication by contacting: [dmem-adminteam@strath.ac.uk](mailto:dmem-adminteam@strath.ac.uk)

### Status of this Privacy Notice

This privacy notice is subject to change. Data protection legislation is changing in May 2018 when the new EU General Data Protection Regulation comes into force. You can find out more about the legislation on the ICO website [www.ico.gov.uk](http://www.ico.gov.uk). The University will advise you of any significant changes you need to be aware of, in relation to this privacy notice.

This Privacy Notice was last reviewed on 18/04/2018