

Oxford SU Advice

Data Protection Policy

1. Principles

1.1 Oxford SU Advice is a data processor and is committed to protecting your personal data and working in accordance with all relevant data protection legislation. Your data is collected so we can set up relevant and timely support in order for you to support you in your academic studies.

1.2 This privacy notice explains how Oxford SU Advice processes and uses the personal data we collect from those who access our support.

2. What data do we hold?

2.1 Oxford SU Advice holds the data which you have provided to us. This may include any forms you complete for us, documents (including medical evidence/diagnosis of a disability, student support plans, allegations made against you), appointment details, calls and emails.

2.2 Our records may include:

- Personal information and biographical information – for example your BOD card number and your date of birth
- Contact details – for example your email address, telephone number and postal address
- Sensitive personal data – for example, information you have told us about your case
- Dates of meetings held with you

3. How do we use your data?

3.1 Oxford SU Advice primarily uses your data to provide relevant and timely support, enabling you to focus on your academic studies and make the most of your time at the Collegiate University.

3.2 Examples include:

- Offering you an appointment that is suitable to your needs and requirements
- Sending you information on how to set up support both within Oxford SU Advice and externally if appropriate
- Advising you and assisting you in relation to the issues that you have raised with Oxford SU Advice.

3.3 These activities are a vital part of our service offering. All communications are designed to be respectful and considerate of students seeking support from Oxford SU Advice, whether they approach us directly or are referred by Collegiate University staff or other third parties.

3.3 Oxford SU Advice may communicate with you by email, telephone, Microsoft Teams, Zoom or other electronic means.

3.4 Oxford SU Advice also collects routine statistical information about each contact made with our support which is later anonymised and analysed for audit, evaluation and collective representation purposes. This information may subsequently be summarised and interpreted in Oxford SU Advice and Oxford SU reports. Care is taken to ensure no individually identifiable information is disclosed, unless you have given your express consent for your case details to be used as a case study.

3.5 As per our [Confidentiality Policy](#), there are exceptional circumstances where we must share limited information both internally and externally, for either risk or legal/compliance related reasons.

4. How will we share your data?

4.1 You may give us verbal or written consent for us to share information with others. This will be done on a limited basis in line with your consent, unless there is an exceptional circumstance as outlined in the [Confidentiality Policy](#).

5. How do we protect your data?

5.1 Any information disclosed to Oxford SU Advice is stored on Advice Pro operated by AdviceUK. This case management system is accessible to all Oxford SU Advice staff. Once emails have been uploaded to this case management system, they are deleted from Microsoft Outlook.

5.2 Any routine statistical information for reports is anonymised before analysis.

5.3 In most instances we will keep your data on our case management system for six years following our last contact with you.

6. Your rights and preferences

6.1 If you ask Oxford SU Advice to delete your data, we will consider this on a case-by-case basis. However, for compliance/legal reasons we may not be able to remove all records of the support you have received.

6.2 You have the right to:

- Ask to see, correct or delete the data we hold about you. Requests will be considered on a case-by-case basis in line with our compliance/legal obligations.
- Object to specific data uses, as described above
- Ask for the transfer of your data electronically to a third party

6.3 The SU's Chief Executive Officer (CEO), or their nominee, is responsible for monitoring compliance with relevant legislation in relation to personal data and can be contacted at enquiries@oxfordsu.ox.ac.uk. You can also contact the SU if you have any queries or concerns about the Advice Service's processing of your personal data.

6.4 You have the right to lodge a complaint with the Information Commissioner's Office at www.ico.org.uk/concerns.