

Advice and Support Service Privacy Notice Cardiff Met Students' Union

Introduction

This notice is to outline the processes of the Students' Union, herein known as the SU, when supporting students accessing the Advice and Support Service; this to include queries, case management and representation.

For the purpose of this notice 'case' will refer to:

- Any advice and support related query directed to an SU email address, via telephone or in person
- Continued support provided to a Cardiff Met student when undergoing a university procedure
- A request for representation

How do we obtain the personal data stored by the Advice and Support Service?

When a student accesses the service (i.e. speaks to the Caseworker, or logs a query with a member of SU staff), this is logged on a secure case management system.

The secure case management system holds limited personal information on students which is agreed during enrollment to Cardiff Met (please see the SU Privacy Notice for more information).

Any special category data stored on your case would be provided by the student.

How will this personal data be used?

This data will be used to provide appropriate advice, support or representation for a case.

Who will this data be shared with?

The information stored on your case will not be shared with any third party.

Where representation is requested, relevant information will be shared with the representative to allow them to support the student in any meeting, committee, disciplinary etc.

Where the student would benefit from additional support from another university service, their information may be shared with the relevant service. This will be with the expressed permission of the student.

Please note, where a student is perceived to be a risk to themselves or others their details may be reported to the appropriate service to provide immediate intervention or support.

How long do we keep your data?

Case records will be kept by the Advice and Support service for six years.

Individual Rights

The student has the right to access any personal data relating to them which is held by the service. They can request any personal data is updated, amended, anonymised or removed. Please note it is the student's responsibility to let us know of any changes to your personal information.

A request relating to any of the above should be directed to service on the details below.

Full information on your rights can be found on the Information Commissioners Office website.

We advise you keep in mind that a request to remove your data may affect your ability to access the support of the service.

Contacts

If you have any questions regarding this procedure, you can contact The SU using the following confidential email address:

Email – suadvice@cardiffmet.ac.uk
www.cardiffmetsu.co.uk