

STUDENT SERVICES AND EMPLOYABILITY PRIVACY STATEMENT

1. Identity of the Data Controller

Student Services consists of services provided by the [iZone](#), the [Wellbeing Service \(disability, mental health, and counselling support\)](#), [Money Advice](#), and [Chaplaincy \(bereavement support and hate crime victim support\)](#). Employability represents the [Careers Service](#), which consists of services provided by the Careers Team, the Employer Services Team, Widening Success, and the Placements Administration Team.

This Privacy Notice sets out how Student Services and Employability processes the personal information of people accessing its services and other support provision. It applies in addition to, and does not replace, the University's general [student privacy notice](#) or [the applicant terms and conditions](#).

This notice may be updated from time to time to ensure continued compliance with current legislation and to reflect best practice.

Cardiff Metropolitan University is the Data Controller and is committed to protecting the rights of participants in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA18). To carry out its functions and obligations in respect to a person's study at the University, it is necessary for the University to collect, store, analyse and sometimes disclose personal data.

The University is registered as a Data Controller with the Information Commissioner's Office (ICO) to process personal data. Its registration number is **Z5075446**.

2. Contact Details of the Data Protection Officer

Cardiff Metropolitan University has a Data Protection Officer who can be contacted through dataprotection@cardiffmet.ac.uk.

The University takes the collection, storage, and use of personal data very seriously. In this document, you will find an explanation of why individual data for Student Services and Employability is collected, how it is processed, and the steps taken to ensure data security at all stages.

3. What Personal Information Does Student Services and Employability Collect?

The personal details processed will depend on the support with which you are engaged, but are likely to consist of:

- Name.
- Contact details; address, phone number, and email.
- Programme of study.
- Student number.
- Demographic data such as age, gender, and health related information.
- Dates that you have engaged with a service.

- The name and contact details of your General Practitioner (GP).
- Details of request for support, including details of the risk you may present to yourself or other people.
- Details of any relevant disability, medical condition or other medical information including documentary evidence.
- Whether you are in receipt of Disabled Students Allowance, and if so, the reason it was awarded.
- Emergency contact details.
- Details of your career aspirations and support needs.

4. What is Student Services and Employability's Legal Basis For Processing Your Personal Data?

The University needs to state on what legal basis it will process your data. This can depend on the reason for processing your data but will always include at least one of the following:

1. Consent
2. Performance of a Contract
3. Legal Obligation
4. Vital Interest
5. Public Task
6. Legitimate Interests

The University may also rely upon the following legal basis when processing your special category data:

1. Explicit Consent
2. Vital Interest
3. Reasons of Substantial Public Interest
4. Provision of Health or Social Care
5. Statistical and Research Purposes

Further details of these categories can be found on the [ICO's website](#).

Student Services and Employability collects this information in a variety of ways. For example, data may be collected through your submission of forms (online or in paper format), emails, in person, telephone or online meetings, interviews or other assessments, via Met Hub. It might also be collected from third parties such as other students or staff.

5. Use Of Your Data

The purposes and related legal basis under which the University may process your personal data are listed below. Given the complexity of the relationships the University has with its students, this list is not exhaustive:

Description of Process and Specific Purpose of Using or Sharing Data	Who Receives the Data	Legal Basis
Discussions of your support with your parents, guardian, spouse, emergency contact or carer.	Parent, guardian, spouse, emergency contact or carer (as indicated by you).	Consent, Vital Interests.
Discussions of your support with your GP or healthcare practitioner.	GP or healthcare practitioner.	Consent, Vital Interests.
Details provided in confidence regarding your engagement and/or emotional/psychological support with staff from your School or other University services. The level of sharing will be proportionate and necessary for the circumstance of the enquiry.	Relevant School staff, Student Services, the Careers Service, Accommodation, Security, Safeguarding staff etc.	Consent, Vital Interests.
If you are on a professional registration course and make disclosures in which we believe you or the public's vital interests are at stake.	Your School, Occupational Health, Senior Management Team, Relevant University departments.	Vital Interests, Legitimate Interests, Substantial Public Interest.
To provide appropriate support via Student Services and the Careers Service.	Relevant University staff and third parties.	Performance of Contract, Legitimate Interest, Public Task, Substantial Public Interest, Provision of Health/Social Care.

<p>To consider and provide support for disability or health related adjustments. This may involve, but is not limited to, providing your School with a Teaching and Learning adjustments proforma, supporting applications for adapted accommodation, implementing Personal Evacuation Emergency Plans, or anything else required to ensure an equal learning opportunity or compliance with the Equality Act 2010 etc.</p>	<p>Relevant University staff, e.g., Schools, Accommodation, Health and Safety, Security, any staff responsible for issuing adjustments based on a medical condition, and third parties.</p>	<p>Performance of Contract, Legal Obligation, Public Task, Substantial Public Interest, Provision of Health/Social Care.</p>
<p>To confirm to legitimate parties or services external to Student Services whether you are known to, or engaging with, services within Student Services, so that it may provide you with the necessary support. No details given in confidence will be disclosed.</p>	<p>Relevant University staff, e.g., School staff, Student Services, Security, Accommodation, third parties etc.</p>	<p>Legitimate Interests, Vital interests.</p>
<p>Assessments, screening results and/or former diagnostic assessments will be shared with Educational/Clinical Psychologists and Assessors who may be assessing you.</p>	<p>Educational/Clinical Psychologists/Assessment Centres</p>	<p>Performance of Contract, Legitimate Interest, Provision of Health/Social Care.</p>
<p>If you have applied for or have been awarded DSA, funding claims will be made for any costs the University has incurred providing the agreed support. The claims will include your name, DOB, student number, support type, funding body reference and type, date and amount of support provided. For applications we will additionally provide course details and funding body reference numbers.</p>	<p>Funding Body, University Finance Department, third party payroll and invoicing provider.</p>	<p>Performance of Contract, Legitimate Interest, Substantial Public Interest.</p>
<p>For consideration of 'fitness to practise' or 'fitness to study' issues.</p>	<p>Schools and Academic Services.</p>	<p>Public Task, Performance of Contract,</p>

Substantial Public Interest,
Provision of Health/Social Care.

To provide support for reports of sexual misconduct and/or sexual violence.

Relevant University staff and third parties (if required by law or consent obtained).

Consent, Public Task, Performance of Contract, Substantial Public Interest.

To facilitate statutory, compulsory and voluntary placements undertaken by students.

Relevant University staff and third parties (e.g. Placement providers).

Performance of Contract, Public Task, Legitimate Interest.

Internal and external auditing, reporting and statistical purposes (see 'Sharing your Information' for further details). E.g., should Student Services become aware of a diagnosed condition which has previously been undeclared, it is obligated to update your student record with the category of disability relevant to you.

Funding bodies, Higher Education Statistics Agency (HESA), Higher Education Funding Council for Wales (HEFCW).

Legal Obligation, Statistical & Research Purposes, Substantial Public Interest.

From time-to-time, other activities that fall within the pursuit of the University's legitimate business and do not infringe your rights and freedoms.

Relevant University staff and third parties.

Legitimate Interest.

Inductions.

Relevant University staff e.g., Admissions, and Accommodation.

Performance of Contract, Legitimate Interest, Substantial Public Interest,

6. Who Has Access To Your Personal Data?

All staff within Student Services and Employability and the staff within the relevant parts of the University whose services you are accessing will have access to your personal data, to provide support to you or to refer you to other services. Access is limited to those who are involved directly in your support and is only shared between teams at need and within one of the legal bases.

7. Sharing Your Information

7.1. Within The University

Your data may be shared with relevant University staff involved in providing your support and will be limited to the information necessary to deliver the agreed support, e.g. Your Personal Tutor, Programme Director(s), Module leader(s), Programme Administration staff, Senior Management, Finance staff, Environment and Estates staff, Global Engagement, etc.

Your personal data may also be shared with parties where the processing is necessary to protect the vital interests of the data subject or another person.

7.2. Outside The University

Your data may also be shared with placement providers, funding bodies, HESA, HEFCW, and selected partner services if appropriate.

In exceptional circumstances, we may share your information with appropriate and responsible third parties including statutory agencies such as the police, healthcare, and welfare services without informing you first. This will normally be for safeguarding purposes, including when someone is a risk to themselves or others.

Given the complexity of the relationships the University has with its students and the various support mechanisms required, this list is not exhaustive. Any disclosures that the University makes will be in accordance with data protection law; your interests will always be considered, and we will keep you informed where possible and appropriate to do so.

8. How Do We Keep Your Information Safe?

Met Hub, the system used by Student Services and Employability to process your data is part of the University's corporately supported IT architecture and is protected by the University's security measures.

Only members of staff who need access to relevant parts or all your information will be authorised to do so. Information about you in electronic form will be subject to security restrictions, while paper files will be stored in secure areas with controlled access.

9. Retention Period

Student Services and Employability will hold personal information in accordance with the [University's Records Management Procedure](#).

Any documents concerning your disability/specific need/medical condition provided to Student Services will be held securely for 1 year after graduation and thereafter will be destroyed.

Any records related to the delivery of your support will be held securely for 3 years and thereafter will be destroyed.

If you contacted Student Services prior to, or during your application to the University, but did not enrol at Cardiff Metropolitan University, your data will be kept for of 1.5 years from the date of your contact with Student Services. This information is held for use should you re-apply or defer enrolment.

10. What Are Your Rights?

You have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase, to restrict and to port your personal information. If you have any concerns about the use of data for these purposes or would like a copy of the data the University holds about you, requests or objections should be made in writing to the University Data Protection Officer:-

University Data Protection Officer
The Secretariat
Cardiff Metropolitan University
Llandaff Campus
Llandaff
Cardiff
CF5 2YB

Email: dataprotection@cardiffmet.ac.uk.

Visit the [University's data protection webpage](#) for more information about your individual rights.

11. Withdrawing Consent

Under the UK GDPR, individuals have the right to withdraw consent at any time. If for any reason you wish to withdraw your consent, we ask that you submit this request in writing to dataprotection@cardiffmet.ac.uk.

Other requests or objections should also be made in writing to dataprotection@cardiffmet.ac.uk.

12. How To Make A Complaint

If you are unhappy with the way in which your personal information has been processed, you may in the first instance contact the University's Data Protection Officer using the contact details above.

If you remain dissatisfied, then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

www.ico.org.uk.