

## Data Protection Privacy Notice for Students

### **About this notice**

This privacy notice explains how [Queen Mary University of London](#) (QMUL, 'we', 'our', 'us') collects, uses and shares personal data of students ('you', 'your').

QMUL is a [data controller](#) in terms of Article 4 of the [General Data Protection Regulation](#). We require a certain amount of [personal data](#) and special category personal data, which we maintain in paper and electronic form, for the administration of your studies and to comply with certain statutory obligations. This may extend beyond QMUL's central Student Administration. Examples include transmission to/sharing of data with: academic departments, Housing Services, IT Services, Careers, the Library, Learning Development, Advice and Counselling Service, or Finance and the Disability and Dyslexia Service in QMUL, and external organisations, as appropriate. Additional privacy notices exist for other services you may interact with during your time at QMUL.

### **How QMUL collects your personal data**

We may obtain your personal data in a number of ways either directly from you or from third parties, for example:

- when you apply to study at QMUL and complete enrolment forms via the Universities and Colleges Admissions Service (UCAS), or directly to us and when you complete other admissions processes and procedures
- when you communicate with us, for example to make enquiries or raise concerns
- from your various interactions with us during your time at QMUL, for purposes set out below
- from third parties, for example from your previous or current school, sixth form college, university, student recruitment agent or employers who may provide a reference about you or sponsor your studies.

### **Types of personal data QMUL collects**

We may collect the following types of personal data about you:

- your name, and contact information such as address, email address and telephone numbers, as well as your bank details, date of birth, country of domicile and your nationality, as appropriate. We may need to retain a copy of your identification documentation. We will allocate you a unique student number
- information relating to your education and employment history, the school(s), sixth form college(s) and other colleges or universities you have attended and places where you have worked, the courses you have completed, dates of study and examination results. We will also keep records relating to assessments of your work, details of examinations taken, qualifications, your predicted and actual examination grades and other information in your student record
- information about your family or personal circumstances, and both academic and extracurricular interests, for example where this is relevant to the assessment of your suitability to receive a bursary or in order to provide you with appropriate pastoral care

- certain special category personal data and information about criminal convictions and offences, including:
  - information concerning your health and medical condition, such as disability
  - information about your racial or ethnic origin, your sexual orientation, your religion or belief and your gender identity
  - information about certain criminal convictions.

### **How we use your personal data**

Purposes for which QMUL may process your personal data (including special category data), whether electronically or on paper include:

- recruitment and admissions
- academic matters, including:
  - the organisation and provision of teaching, learning and research services and examinations and the award of degrees (both at QMUL and any other institution which may be responsible for providing part of your programme of study). This may include recording of teaching sessions. Teaching sessions will only be recorded for the purpose of allowing students who are unable to attend the session to access their education. Recorded teaching sessions will only be accessed by the staff teaching the module and by students enrolled on the module
  - maintaining student records
  - processing of any work produced for the purpose of assessment through anti-plagiarism systems, which may hold data outside the European Economic Area. We have a contract in place to ensure this is legally compliant
  - monitoring engagement via attendance and participation in formative and summative assessment
- assessment of your eligibility for bursaries and scholarships, etc.
- administration of IT and library services
- administration of finance (for example fees, loans, expenses, bursaries and scholarships)
- administration of student residential services
- routine administrative functions (some of which will include the use of your photograph) such as to assign you an email address, access to buildings and library borrowing. When you log in to QMUL services including Eduroam, your device ID and location are logged, though this is not used to identify specific individuals or monitor browsing activity
- inclusion in institutional directories
- to contact you by post or by other means such as telephone, SMS or email
- procedures relating to student complaints and appeals, and to student discipline
- graduation and confirmation of awards
- inviting you to participate in voluntary surveys, which may be nationally-organised or organised by QMUL
- to process your membership of the QMUL Alumni Network on the completion of your studies

- to offer ongoing support to graduates (as you are able to access help and resources from Careers & Enterprise for two years after graduation)
- other non-academic matters in support of our core services, including:
  - o to provide student support services (for example advice and counselling, pastoral care, careers, Student Health Service, etc.)
  - o monitoring of equal opportunities
  - o safeguarding individuals' welfare, safety and security
- other administrative purposes, including:
  - o to help the institution understand and improve its educational processes and provide better support to students whether assisting them individually or by improving courses
  - o carrying out research and statistical analysis
  - o carrying out audits
  - o prevention and detection of crime
  - o providing operational information (for example IT support, details of building closures or communicating advice)
  - o promoting our services (for example study abroad opportunities, careers help, events happening on or off campus, etc.).

In the MySIS enrolment process where we collect [special category personal data](#), such as disability and ethnicity, it is further explained how this is used and you can choose what to disclose to us. For example, we will use it for statistical purposes in the public interest as part of our duties to monitor and report on equality and diversity and to meet legal obligations imposed by the Equality Act 2010.

You may make use of QMUL's Report & Support Tool, or another user may identify you in doing so, which could result in personal data, including special category personal data or data relating to criminal offences being processed. Please refer to the [privacy notice](#) for more information.

### **The legal bases for processing your personal data**

We may process your personal data because it is necessary for the performance of a contract with you or in order to take steps at your request prior to entering into a contract. In this respect, we use your personal data for the following:

- to interact with you before you are enrolled as a student, as part of the admissions process (for example to send you a prospectus or answer enquiries and to assess your application)
- once you have enrolled, to provide you with the services as set out in our terms and conditions
- to administer your studies and provide transcripts
- to deal with any concerns or feedback you may have
- for any other purpose for which you provide us with your personal data, such as to deliver amenities.

We may also process your personal data because it is necessary for the performance of our tasks carried out in the public interest (as set out in our [Charter and Ordinances](#)) or because it is necessary for our or a third party's legitimate interests. In this respect, we may use your personal data for the following:

- to provide you with educational services which may not be set out in our Rules and Regulations and Terms and Conditions for students but which are nevertheless a part of our academic and educational mission
- to monitor and evaluate the performance and effectiveness of QMUL, its teaching and research, including by training our staff or monitoring their performance
- to conduct research, including learner engagement analytics
- to maintain and improve the academic, corporate, financial, estate and human resource management of QMUL
- to promote equality and diversity throughout QMUL
- to seek advice on our rights and obligations, such as where we require our own legal advice
- to make you a member of Queen Mary, University of London Students' Union (QMSU)
- to contact you about and provide you with other services and facilities (including advice, sporting, recreational and social opportunities together with academic representation) many of which will be through QMSU
- to recover money you owe to us
- to pre-register you on the [Self Service Password Reset](#) tool using your personal email address and/or mobile telephone number
- for fundraising purposes.

We may also process your personal data to comply with our legal obligations. In this respect, we may use your personal data for the following:

- to meet our compliance and regulatory obligations, such as compliance with anti-money laundering laws, safeguarding requirements and immigration reporting
- to submit statutory returns to the Higher Education Statistics Agency (HESA)
- to allow you to vote for student and union representatives
- for the prevention and detection of crime
- in order to assist with investigations (including criminal investigations) carried out by the police and other competent authorities.

We may also process your personal data where:

- it is necessary for medical purposes (for example medical diagnosis, provision of health or social care or treatment, for preventative or occupational medicine, or a contract with a health professional)
- it is necessary to protect your or another person's vital interests
- it is necessary for the establishment, exercise or defence of legal claims
- it is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes
- we otherwise have your specific or, where necessary, explicit consent to do so.

### **Sharing your personal data with others**

We may share your personal data with certain third parties for the purposes outlined in this notice. Certain circumstances, if applicable, may require the transfer or disclosure of your personal data to:

- QMSU as outlined in the [agreement](#) QMUL has with it. QMSU will keep you updated about events, opportunities, services and other student matters; please also refer to its [privacy policy](#)
- the University of London (for example to produce degree certificates, support the provision of careers services through [The Careers Group](#))
- government agencies, in particular HESA, please see: <https://www.hesa.ac.uk/about/regulation/data-protection/notices> and the Office for Students ([OfS](#)) (for example for statutory returns)
- Transport for London in order to verify Student Oyster card applications
- Higher Education Academy/Gradintelligence for the purposes of your Higher Education Achievement Report and/or your Student Status Letter
- Research Councils
- Microsoft Ireland Operations in order to create a Microsoft365 account
- sponsors, where it is a condition of your funding that information on attendance and achievement must be supplied on a regular basis or *ad hoc*
- external examiners to enable quality assurance processes
- contracted debt collection agencies in the event of non-payment of fees
- local councils for the purposes of assessing liability for Council Tax and for electoral registration purposes
- the police or other organisations that have a crime prevention or law enforcement or security function or tax-collection duty if it is necessary for the prevention or detection of a crime or the collection of taxes
- our internal or external auditors
- current or potential employers (for example to provide references)
- other institutions, should your programme of study be delivered wholly or in part by another external educational provider or organisation
- external providers, should you be involved in a placement or exchange visit
- any organisation ([data processor](#)) acting under contract to QMUL to process personal data which it holds, for defined purposes.

It is important that you consult privacy notices of other parties.

We will pass the most up-to-date contact details we hold for you to [HESA](#) for the purposes of the Graduate Outcomes Survey (GOS) approximately 15 months after you graduate. HESA's legal basis is that this is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in it. The National Student Survey is an important survey tool used by QMUL to ensure continual monitoring and improvement of the student experience at QMUL. You are strongly encouraged to take part in this important survey. Your details will not be used by the Office for Students/Ipsos MORI except for the purposes of the NSS.

Should your studies at QMUL at any point involve work with children or vulnerable adults and/or if your programme is accredited by certain professional or regulatory bodies, QMUL will pass data to relevant external organisations to discharge its statutory responsibilities and to enable routine vetting for fitness to practise to take place where appropriate.

When you provide next of kin details, these will only be used in emergencies. Information about you or your studies is not usually disclosed to third parties, without your

permission, except where required to do so by law or it may be disclosed to a sponsor if you have a contractual agreement whereby it pays some or all of your fees.

If you have a student loan, confirmation of attendance and details of your programme of study will be made in returns to the Student Loans Company.

If you have entered the UK on a student visa and have a period of unauthorised absence, fail to enrol, interrupt, withdraw, are excluded from studies, or make any change to your programme title, content or duration, QMUL is legally obliged to pass this information to the Home Office/[UKVI](#). We may monitor attendance, Wi-Fi connection and building entry logs to collect data for this purpose.

It is usual practice to display degree classifications by student ID number in School areas.

It is important that you inform us of any changes to your personal data and keep your record updated on MySIS.

### **Additional information for students based in China**

The operation of programmes requires the exchange of information, including your personal data, outside of China. As such, it will be processed for the purposes outlined in this notice in jurisdictions outside China.

### **Your rights and further information**

For further information, including on your rights, please see <https://www.qmul.ac.uk/privacy/>. If you have any queries about this privacy notice or how we process your personal data, please write to [data-protection@qmul.ac.uk](mailto:data-protection@qmul.ac.uk) by email, or Data Protection Officer, Queen Mary University of London, Mile End Road, London, E1 4NS by post. Please read information on MyQMUL and other privacy notices relevant to services you may access at QMUL.