

Students' Union Student Advice Centre

Data Protection (GDPR) and Confidentiality

When you contact us for advice, we will log your enquiry and your personal details. If you contact us via the Ask Us online platform you will provide these details yourself when you log your enquiry. Please ensure you type your student ID and email address correctly, as we will contact you using this. You will also be asked to provide consents.

Please read the GDPR information below for details about the consents and how we store your information.

To provide an effective service, the HSU Student Advice Centre obtains and securely stores certain data relating to its service users. This information is kept on the basis of 'legitimate interest' under the General Data Protection Regulation 2016 (GDPR), though we also ask for consent.

You will be asked to give your consent to our service storing a record of your enquiry and your personal details. This is a mandatory requirement for receiving advice from our service.

You will also be asked whether you consent to:

- Hallam Students' Union acting on your behalf and sharing information with relevant third parties.
- Your enquiry being reviewed as part of a quality audit.

These permissions are optional.

Enquiries are stored on the Ask Us online platform and in our Student Advice Centre email inbox for the remainder of the academic year in which they are logged and the following full academic year. Where there is a need for more in-depth or ongoing advice work, a file will be opened on our case management system. This system will store a copy of the original enquiry and response plus any subsequent correspondence and related notes and documents. Case files on this system are stored for 7 full academic years from the date of the last update, in line with Advice UK guidance. For more information about what data we store and why; how we store, process and delete your data; and your rights under GDPR, please ask to see our policy.

Information relating to you and your enquiry is kept confidentially and securely within the HSU Student Advice Service. Except in certain circumstances, for example, if we have reason to believe that you or someone else is at risk of harm, or if we are required to do so for legal reasons, we will

not share information with anyone outside the service without your permission.

If you have any questions about our policies relating to confidentiality or data protection, please contact us about this before submitting your enquiry.

Reviewed and updated October 2023