Hallam SU Advice Centre
Data Protection (UK GDPR) and Privacy

At Hallam Students’ Union (HSU) we strive to earn your trust by respecting your privacy and enabling your rights. We do this by working in line with UK Data Protection Legislation, thus complying with the requirements of the UK General Data Protection Regulation (UK GDPR) and simultaneously the Data Protection Act 2018 (DPA).

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.

Please read the following UK GDPR information for details about consent and how we store your information.

To provide an effective service, our SU Advice Centre obtains and securely stores personal data relating to our service users. The information of our service users is processed under Article 6(f) 'legitimate interests' under the UK GDPR to allow advisers to plan and provide advice, though we also ask for consent where necessary.

You will be asked whether you consent/authorise to:

* Hallam Students’ Union acting on your behalf and sharing information with relevant third parties where authorisation will be collected where necessary.

These permissions are optional, and you may withdraw your consent at any time.

**Access and Data Storage**

Any personal data that you choose to include within your enquiry will be seen foremost by members of HSU’s Outreach team. Enquiries are stored on the Ask Us online platform, HubSpot, and in our SU Advice Centre email inbox for the full 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, Advice Pro. 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, after which they are automatically deleted in line with Advice UK guidance. For more information about what personal data we store and why; how we store, process, and delete your personal data; and your rights under the UK GDPR, please ask to see our Student Privacy Notice.

Your personal information and any details of your case will remain confidential within the SU Advice Centre and will not be shared without your explicit consent, unless we are legally required to do so i.e. if there is reason to believe that you or someone else may be at risk of harm.

**Your rights**

Under the UK GDPR, you may request access to your data, the erasure of your data, the rectification of your data where there are incorrect facts, and to object to the processing.

Be mindful that access and erasure requests are not absolute and are subject to exemptions under the DPA 2018. They will be dealt with within 1 calendar month.

If you have further questions about our policies or the protection of your data when you contact us for advice, please reach out to us at advicecentre@shu.ac.uk before submitting your enquiry, or our Data Protection Officer (DPO) at dpo@bruceandbutler.com.

*Reviewed and updated April 2025*