

# 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 authorisation where necessary.

You will be asked whether you authorise:

- Hallam Students' Union acting on your behalf and sharing information with relevant third parties where authorisation will be collected where necessary. Relevant third parties may include Sheffield Hallam University departments or External support organisations.

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

We are a confidential service, so we will only share information without your authorisation where it is necessary to protect individuals from serious harm or to meet safeguarding obligations. We have a recognised legitimate interest to share this with safeguarding teams, the police, or social services as necessary. This may occur in situations where there is:

- A risk of harm to the individual;
- A risk of harm to others;
- Concerns involving a child or vulnerable adult; or
- An immediate risk of harm.

## **Access and Data Storage**

The personal data we collect consists of:

- Your student number, student email address, full name, and your preferred contact number.

We will also process any data you provide to us when dealing with your enquiry. Although we do not currently ask for this outright, this may also include sensitive data that you disclose such as details of health struggles, nationality, sexual orientation, etc. HSU relies on Article 9(2)(g) Substantial Public Interest, with the relevant condition under Schedule 1, Part 2, paragraph 18 of the Data Protection Act 2018, (Safeguarding of children and individuals at risk).

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.

Advice queries, as well as those containing special category data can only be temporarily seen by members of the Outreach team on HubSpot before being triaged to a separated area designated for Advice queries. Members of the wider team have been trained on how to manage your sensitive data. Audit logs are also in place for monitoring who has been privy to your data to allow us to take action if needed.

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](#).

Case files may also be reviewed for quality assurance/external audit purposes. If you require more information about how files are reviewed or you do not wish your file to be reviewed, then please let us know by emailing the advice manager. Files with very sensitive data will not be reviewed.

## **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. For example, when you make an erasure request, we rely on an exemption under Article 17(3)(e) The establishment, exercise, or defence of legal claims to keep your data for 7 years in Advice Pro as we need to keep a record of enquiry for our insurance purposes.

Erasure and Access requests 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](mailto:advicecentre@shu.ac.uk) before submitting your enquiry, or our Data Protection Officer (DPO) at [dpo@bruceandbutler.com](mailto:dpo@bruceandbutler.com).

*Reviewed and updated June 2026*