

Student Personal Data Code

Data Protection Statement regarding the use of students' personal data

1. How and why does the University use students' personal data?

It is an essential feature of all organisations providing a continuing service to specific people that they obtain and retain data about those individuals. The purposes of this in a University are:

- to enable us to administer student-related functions from original application through to graduation and beyond in order to manage the ongoing relationship with graduates/alumni
- to plan and account for the use of the services provided
- to produce information including statistics for such agencies as the Higher Education Statistical Agency (HESA) and the Higher Education Funding Council for England (HEFCE), which allocates funds to Universities on the basis of student numbers and the NHS which funds students
- to enable University staff to identify and communicate with students, while attending the University and after leaving
- to monitor academic progress over a period of time towards qualifications
- to carry out assessment and authorise awards and for verification of awards in the long-term
- to monitor complaints, disciplinary cases and academic appeals
- to provide student support services, including student financial support services (bursaries, loans etc.) and IT and learning resources
- to contact other institutions to confirm previous qualifications obtained
- to comply with immigration compliance checks in relation to sponsored migrants
- to monitor equality of opportunity and to promote equality and diversity within the University.

2. Which personal data does the University collect?

Our files include the following categories of data:

a) Details of telephone and email enquiries:

- Name and address
- Telephone numbers (Home, work, mobile)
- Area of interest
- Source of information
- Age/Date of birth
- Gender
- Email address
- Disability*

b) Details from application forms:

- Name and address
- Telephone numbers
- Email address
- Age/Date of Birth
- Gender
- Nationality and country of residence
- Area of permanent residence
- Educational records to date
- Academic references (including personal statement and predictive grades)
- Disability*
- Criminal convictions*
- Where an applicant has applied to our COMPACT scheme further information from application, e.g. if Looked After Child/Care Leaver, income or parental income.

c) Further data collected at enrolment or updated during a Student's time at the University:

- Home address and next of kin
- Address while attending University
- Entry and other qualifications
- Demographic information
- Funding, bursary and fee related information
- Disability*
- Course and stage details
- Attendance, progress and current status
- Final results
- Module results
- Student photographs
- Banking details
- National Insurance number and/or NHS staff number (NHS funded students only)

d) Data collected purely for monitoring equality of opportunity and other statutory monitoring and reporting purposes:

- Religion*
- Parental occupation
- Parental education
- Transgender*
- Sexual orientation*
- Ethnic origin*
- Social class

e) International students (outside EU): Data collected for visa and immigration purposes:

- Passport details
- Evidence used in obtaining a visa from the Home Office/UK immigration agencies
- Visa details
- Data to evidence attendance on course of study

* These types of data are classified as sensitive personal data under the Data Protection Act 1998 and as such are subject to a greater level of control.

Additional information may be collected by departments and faculties in relation to placements, professional body requirements, extenuating circumstances applications, appeals, complaints, disciplinary cases and optional student services provided by the University.

3. Privacy, Access, Disclosure and Safeguards

a) Privacy and Access

Students have the right to privacy of personal data. Access to all student data within the University, whether on paper, computer files or other storage media, is strictly controlled. Sensitive personal data is always treated with even greater care. Data collected in relation to specific services or purposes may also be subject to additional confidentiality agreements and controls, for example services like Student Wellbeing, Disabled Student Support, Student Advice and Information and Student Financial Support are covered by additional personal data policies which set out in more detail how the data will be used.

b) Disclosure of personal data - how the University handles enquiries about students

Our standard response to enquiries about individuals is that information cannot be disclosed without the student's authority, except to:

- University staff who need the information for administrative, teaching or assessment purposes. This includes staff in our overseas offices
- government departments and other bodies responsible for public funding, including the UK Department for Business, Innovation and Skills (BIS) , HEFCE, HESA, Teach First, National College of Teaching and Learning and other bodies funded by it, NHS and Department of Health for statistical, monitoring and audit purposes and where the University is required to participate in national surveys of students and graduates such as the National Student Survey (NSS) and the Destinations of Leavers from Higher Education Survey (DLHE)
- validating and professional bodies in connection with registration and awards
- a collaborating organisation that provides teaching, assessment or student support for a University course (only for students enrolled on a course offered in conjunction with that collaborating organisation)
- external examiners for examination, assessment, and moderation purposes
- bona fide research workers, if approved by the Deputy Secretary or nominated authority, after consultation where necessary with Hallam Union
- the University's insurers and legal advisers
- the Home Office and relevant UK immigration agencies in relation to sponsored migrants
- international recruitment consultants and agents (in relation to the students that they recruit)
- the Student Loans Company (SLC) and appropriate student funding organisations (e.g. Student Finance England) in connection with grants, fees, loans and bursaries
- callers in emergencies only and subject to the conditions in d) below
- the courts, the Police and other organisations with a crime prevention or law enforcement function, subject to the conditions in e) below
- the Benefits agency as required by the Social Security Administration Act 1992
- Electoral Registration Officers for the compilation of the electoral register as required by Regulation 23 of the Representation of the People (England and Wales) Regulations 2001.
- the Office for National Statistics for the purposes of conducting the national census
- Councils for the purpose of assessing and collecting Council Tax.
- Local authorities

and additionally, where relevant and necessary, information on a student's progress, achievement, attendance and conduct may be provided:

- in confidential references in connection with applications for employment or further education
- to employers or others formally sponsoring students
- to embassies and consulates.

The University routinely shares with **Hallam Union** the personal data of students and new students who are expected to enrol at the University. The information comprises contact details, student number, information about course and about status (e.g. home/international, current/withdrawn, expected course end date) to enable the Union to enrol members, contact members, plan and promote its services, facilitate elections for student course reps and officers, and for the administration of the student rep system, student societies, volunteering programmes and the Hallam Award. In addition, date of birth is provided in order to manage the membership of under 18 year olds. A limited amount of information about disability and ethnicity is provided along with information about gender. This information is provided solely for the purpose of monitoring the equality of opportunity within Hallam Union. Students may opt out of membership of the Union by writing to the Deputy Registrar. Please see the [Code of Practice relating to the Operation of the Students' Union](#) for more information.

In order to facilitate **Council Tax exemptions and reductions** for our students, the University routinely provides information to the following councils: Barnsley, Bassetlaw, Chesterfield, Derbyshire, Doncaster, Kirklees, Leeds, Leicester, Lincoln, Nottingham, Rotherham, Sheffield, Wakefield, and may be provided to other councils on request.

The University is a member of HEAT (Higher Education Access Tracker) which is managed by the University of Kent and which helps member universities to target, monitor and evaluate outreach programmes, and follow students through their lifecycle. Data collected by the University at any stage of the student lifecycle will be shared with the University of Kent and members of HEAT. It will not be possible to identify individuals from any reports generated by HEAT and the data will not be used to support decisions in relation to individuals.

The University collects **National Insurance numbers for NHS funded students** at enrolment and shares these with the relevant NHS Local Education and Training Board for the following purposes:

The Purpose for collecting and sharing information with Health Education East Midlands (HEEM) and Health Education Yorkshire and the Humber (HEYM) is to use it as an accurate denominator to establish a true headcount figure of NHS funded students moving to employment within the NHS on completion of study.

- *The information that is shared with HEEM and HEYM will not be utilised or shared in any other form than for the purpose for which it is collected and the information will be held in a secure system, in compliance with the Data Protection Act 1998.*
- *The student to employment process requires information at an individual level. This information will not be seen or utilised for any other purpose than to follow the student process, enabling the correct number of students to be commissioned to ensure the NHS has the right workforce in the right place with the right skills.*

In addition the University may collect **NHS staff numbers** at enrolment and share these with NHS bodies which have responsibility for the funding and training of students and NHS staff. The purpose is also to allow identification of individuals across University and NHS systems to facilitate monitoring of training within the NHS.

c) Enquiries from parents and family

Our policy regarding confidentiality applies equally to enquiries from parents, guardians and other family members. Please see [statement to family members](#).

d) Emergencies

In the event of an enquiry in an emergency where, in our judgement, it is in the student's interests to disclose information and where it is not possible to obtain the student's authority, the Deputy Secretary or nominee would agree to provide the minimum necessary details to assist the enquirer, having first confirmed their credentials.

e) Police enquiries and other organisations responsible for investigating crime

Where the Police or other organisation (which has a crime prevention or law enforcement function, e.g. Department for Work and Pensions Benefit Fraud Section) are investigating a criminal offence in which a student may be involved, the matter will be passed to the Head of Student Information Processes or other designated senior person for a decision on the release of information.

f) Graduation

The University believes that its students are proud to gain their awards. Thus information on the final award gained by each student will be published unless students explicitly ask us to withhold the data. Students are asked to confirm that they are willing for this information to be disclosed as part of our administration of graduation.

g) Contractors

Where the University outsources work to contractors which involves their use of personal data on our behalf, the University ensures that appropriate contracts and/or data sharing agreements are in place and that the contractors process personal data in accordance with the Data Protection Act and other applicable legislation.

4. Responsibilities

The University will:

- set up and maintain student records promptly and accurately on receipt of enrolment and amendment details
- safeguard the privacy of individual students via a strict non-disclosure policy
- comply with all legal provisions in protecting data on computers or in other formats from unauthorised access or use

In order to help us maintain meaningful records, students must:

- provide accurate information at enrolment and update as required
- update their address and telephone number on MyStudentRecord on the Student Portal to ensure that we hold correct contact details
- notify their Faculty helpdesk promptly of any changes to their programme of study which have been agreed by the relevant academic staff
- notify us in writing if they intend to withdraw from study, whether temporarily or permanently.

In addition, students who use personal data for their coursework, will need to abide by the University's [Data Protection Policy Statement](#) and should read [Use of Personal Data by Students](#).

5. The Data Protection Act 1998

Personal data supplied to the University will be used in accordance with the **Data Protection Act 1998** and other applicable legislation. The Data Protection Act governs the way in which organisations like the University use personal data and places controls on accuracy, access and security of personal data. The University ensures that agents acting on its behalf also comply with the Act.

Like other organisations, the University registers each year with the Information Commissioner. Our entry can be found on the [public register](#). Our registration number is: **Z6559086**.

Sheffield Hallam University has a [Data Protection Policy Statement](#). Individuals have a number of **rights** with respect to how the University and other organisations use their personal data. These include the following:

- to find out what information the University holds about you – the right of subject access
- to have inaccurate information about you amended or destroyed
- to object to your data being processed if the processing is likely to cause you or someone else to suffer substantial damage or distress which is unjustified

For more information about your rights see [Individual Rights and Subject Access](#). Please contact foi@shu.ac.uk or tel. +44 (0)114 225 3361 if you have any data protection queries or complaints.

6. How long does the University keep students' personal data?

The Data Protection Act stipulates that we should not keep your data for longer than is necessary. In some instances this means that data is not kept for very long, however, in other cases there are good reasons for the University to retain the data for some time after you have left the University. These purposes include the following:

- in order that your award can be verified in the long-term
- to produce transcripts and references
- for the administration of graduation ceremonies
- for alumni services and ongoing relationship with the University
- for careers and employment services
- to deal with complaints, appeals, and disciplinary cases
- for statutory reporting purposes and in order to complete statutory surveys such as the Destinations of Leavers from Higher Education Surveys.

In addition, the University is subject to certain statutory requirements and audits. More information about the retention of student records can be found in the University's Records Retention Schedule.

7. Related Documents, Policies and Guidance

This Code forms part of the [Student Terms and Conditions](#). Further information about the University's collection, use and retention of personal data is contained in the following documents:

- [Data Protection Policy Statement](#)
- [HESA Collection Notice](#) - Some information held about you by the University will be sent to the Higher Education Statistics Agency (HESA). This statement sets out how HESA use this data.
- [Individual Rights and Subject Access](#)- information about the rights of individuals under the Data Protection Act, in particular the right of subject access which allows individuals to request copies of their personal data held by the University.
- [Use of Personal Data by Students](#) - guidance for students who use personal data in their coursework
- [Monitoring Policy](#) - information about the instances when the University may monitor staff and students, how this is done, and how the data may be used.
- Records Retention Schedule - lists the retention periods of records held by the University.

Please see our [other guidance on the use of student personal data](#).

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