

**Privacy Notice:
Access & Engagement**



Introduction

Access & Engagement perform a valuable role in driving forward Durham University's commitment to fair access. In order to deliver successful events and activities, the Access & Engagement Office processes personal data. Please read the privacy information below – Part 1 comprises Durham University's Generic Privacy Notice and Part 2 comprises privacy information specific to the activities of Access & Engagement.

PART 1 – GENERIC PRIVACY NOTICE

Durham University's responsibilities under data protection legislation include the duty to ensure that we provide individuals with information about how we process personal data. We do this in a number of ways, one of which is the publication of privacy notices. Our privacy notices comprise two parts – a generic part and a part tailored to the specific processing activity being undertaken.

Data Controller

The Data Controller is Durham University. If you would like more information about how the University uses your personal data, please see the University's [Information Governance webpages](#) or contact:

Information Governance Unit
Telephone: (0191 33) 46246 or 46103
E-mail: info.access@durham.ac.uk

Data Protection Officer

The Data Protection Officer is responsible for advising the University on compliance with Data Protection legislation and monitoring its performance against it. If you have any concerns regarding the way in which the University is processing your personal data, please contact the Data Protection Officer:

Jennifer Sewel
University Secretary
Telephone: (0191 33) 46144
E-mail: jennifer.sewel@durham.ac.uk

Retention

The University keeps personal data for as long as it is needed for the purpose for which it was originally collected. Most of these time periods are set out in the University Records Retention Schedule.

Your rights in relation to your personal data

Privacy notices and/or consent

You have the right to be provided with information about how and why we process your personal data. Where you have the choice to determine how your personal data will be used, we will ask you for consent. Where you do not have a choice (for example, where we have a legal obligation to process the personal data), we will provide you with a privacy notice. A privacy notice is a verbal or written statement that explains how we use personal data.

Whenever you give your consent for the processing of your personal data, you receive the right to withdraw that consent at any time. Where withdrawal of consent will have an impact on the services we are able to provide, this will be explained to you, so that you can determine whether it is the right decision for you.

Accessing your personal data

You have the right to be told whether we are processing your personal data and, if so, to be given a copy of it. This is known as the right of subject access. You can find out more about this right on the University's [Subject Access Requests webpage](#).

Right to rectification

If you believe that personal data we hold about you is inaccurate, please contact us and we will investigate. You can also request that we complete any incomplete data.

Once we have determined what we are going to do, we will contact you to let you know.

Right to erasure

You can ask us to erase your personal data in any of the following circumstances:

- We no longer need the personal data for the purpose it was originally collected
- You withdraw your consent and there is no other legal basis for the processing
- You object to the processing and there are no overriding legitimate grounds for the processing
- The personal data have been unlawfully processed
- The personal data have to be erased for compliance with a legal obligation
- The personal data have been collected in relation to the offer of information society services (information society services are online services such as banking or social media sites).

Once we have determined whether we will erase the personal data, we will contact you to let you know.

Right to restriction of processing

You can ask us to restrict the processing of your personal data in the following circumstances:

- You believe that the data is inaccurate and you want us to restrict processing until we determine whether it is indeed inaccurate
- The processing is unlawful and you want us to restrict processing rather than erase it
- We no longer need the data for the purpose we originally collected it but you need it in order to establish, exercise or defend a legal claim and
- You have objected to the processing and you want us to restrict processing until we determine whether our legitimate interests in processing the data override your objection.

Once we have determined how we propose to restrict processing of the data, we will contact you to discuss and, where possible, agree this with you.

Making a complaint

If you are unsatisfied with the way in which we process your personal data, we ask that you let us know so that we can try and put things right. If we are not able to resolve issues to your satisfaction, you can refer the matter to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: [Information Commissioner's Office](#)

PART 2 – PRIVACY NOTICE FOR ACCESS & ENGAGEMENT

This section of the Privacy Notice provides you with the privacy information that you need to know before you provide personal data to Access & Engagement for the particular purpose(s) stated below.

Type(s) of personal data collected and held by Access & Engagement and method of collection:

The information we hold includes personally identifying data such as your name, contact details, educational information, and information relevant to any relevant eligibility and selection criteria for the programme you have applied to or is connected to you, for example additional contacts such as parents/carers of applicants/participants. This may be collected from your application to, or any other subsequent request in paper or electronic format connected to your participation on, a programme or event at Durham University and includes:

- **Full name(s)**
- Contact details including phone number(s), email address, postal home/postal address
- **Date of birth**
- **Gender**, gender identity, and/or legally assigned sex
- **Postcode and contextual data including POLAR quintile data and ACORN category data that is obtained using your postcode**
- **Other personal details including ethnicity, disability, Free School Meal eligibility and whether you are one or more of the following: young adult carer, service child, looked after child or experience of local authority care, estranged, and refugee or have asylum seeker status.**
- **Details of your family experience of higher education**
- **Details of activities or events you have taken part in with Durham University**
- Medical details
- GP details and address
- Parent/carer/safeguarding and emergency contact details

- Identifying information related to university applications such as UCAS personal ID number

Depending on the initiative, certain personal data (in bold above) will be entered into and stored in the Higher Education Access Tracker (HEAT). You will be informed if this is the case at the point at which you supply information for example when completing application forms or similar. For more information about HEAT see below and on page 5 of this document.

Lawful Basis

The legal basis relied upon to process your personal information is that of legitimate interest and public task. Access & Engagement needs to evidence the reach and effectiveness of its programmes to funders/donors (The Sutton Trust) and external organisations as required by law and to comply with regulatory requirements as a University, such as those determined by the Office for Students and organisations such as HESA. As part of its commitment to fair access and widening participation, the University also aims to demonstrate the impact of its programmes on fair access and widening participation over time.

How personal data is stored by Access & Engagement:

Personal data is stored on our internal Computer Information Service (CIS) managed secure server, behind a firewall with access restricted by user permissions. This includes records created and housed within the University's relevant systems such as customer relationship management systems and student record systems. Personal data may also be stored in hard-copy (paper format), which is held in locked draws/filing units. Additionally, some personal data, where appropriate, may be stored on the Higher Education Access Tracker (HEAT Database) of which Durham is a member. For further details of the HEAT Data Protection Policy and Privacy Notice, please see durham.ac.uk/visit-us/schools/access-engagement/policy-zone/. For more information about what the HEAT Database is and how your data is used, please see page 5 of this document.

How personal data is processed by Access & Engagement:

We will use contact information provided to communicate relevant information to participants, for example information about current or future events and activities at Durham University.

We will use educational information and information provided relevant to any eligibility and selection criteria to inform the selection process for the relevant programme, including relevant admissions processes that may result from attendance at one or more programme.

Additionally, Access & Engagement needs to evidence the reach and effectiveness of its programmes to funders/donors and external organisations as required by law. As part of its commitment to fair access and widening participation, the University also aims to demonstrate the impact of its programmes on fair access and widening participation over time.

Who Access & Engagement shares personal data with:

Within Durham University

We will only share data securely within Durham University for relevant student administration mechanisms for example for admissions processes and/or arranging financial support, this includes sharing relevant data to facilitate the successful operation of student recruitment, widening access, and outreach activities delivered by Durham University.

Schools and Colleges

Our events and activities are often planned in conjunction with schools and colleges for planning purposes and verification purposes. For example, applications to our summer schools and other residential activities may need to be verified by the applicant's school or college. This means we may need to check that information we receive is correct. We will only share identifying personal data with participants' own school or college. The basis for exchanging data with schools or colleges varies by programme but this will only take place where there is a separate data sharing agreement in place between the University and your school or college, or where you have provided consent (such as in an application form, as above).

Please note: teachers, advisors, and other school based contacts may also provide their personal data to Durham University from time to time. This data is not covered by this privacy notice and individuals should refer instead to Durham University's privacy information online at: dur.ac.uk/ig.

Higher Education Access Tracker (HEAT) service

Durham University subscribes to the Higher Education Access Tracker (HEAT) service, which is a self-sustaining organisation, financed purely by subscribing members. In order to meet the aims of evidencing the reach and effectiveness of its programmes to funders/donors and external organisations, Access & Engagement collect participant data and input this into the secure online HEAT database.

The personal data input into the HEAT database includes participants' names, home postcode, date of birth, gender, ethnicity, and contextual information relevant to the University's fair access aims including eligibility for free school meals, caring responsibilities, parent/carer service in the regular armed forces, time spent in care and/or family estrangement, refugee or asylum seeker status, family experience of higher education, and details of impairments, health conditions, disabilities or learning differences.

We recommend that participants of our programmes read the HEAT data protection and privacy policy and protocol for storing and processing member queries. These documents are accessible at durham.ac.uk/visit-us/schools/access-engagement/policy-zone/

Other third parties

Personal data will not be shared outside of the University (to a third party), without prior written consent. For example, participants may have given us consent to share information with parent(s)/carer(s) or with their school.

Participants attending a Sutton Trust summer school may have provided consent to us through their application to share the outcome of their application with the Trust.

Online Platforms

If you are taking in part in online activities, such as SP Digital, via platforms including but not limited to Microsoft Teams, we may need to add details such as your name and email address to those platforms, and therefore sharing that data with the provider(s) of that platform, in order to give you access. We will only do this with your consent.

Users of any such platform are responsible for ensuring they have read, understood, and agree to the privacy policies and any other terms or conditions of use associated with those platforms. In any such instance, it is likely that users of those platforms will need to register for an account with the platform directly. Users will be responsible for their own data and security insofar as that account is concerned. However, please note that some of your personal details, such as your name and email address, may be visible to other users with

access to the same “team”, “channel”, or “area” of the platform, including fellow student participants, academic staff, and current student ambassadors.

How long personal data is held by Access & Engagement:

Personal data is held by Access & Engagement for up to five years following the completion of the event or activity, in line with the University’s Records Retention Schedule. After this time, personal data is reviewed and will be destroyed or anonymised as appropriate.

How to object to Access & Engagement processing your personal data:

Participants can object to their data being processed by Access & Engagement. Objections can be raised by contacting Access & Engagement by phone on **0191 334 9126** or by writing to **Head of Access & Engagement, Durham University Palatine Centre, Stockton Road, DH1 3LE**. Alternatively, objections can be raised by email to the relevant programme, as indicated in the programme documentation to access.engagement@durham.ac.uk.

Visitors to our websites/webpages:

Access & Engagement may make use of the Google Analytics service to understand the ways in which visitors to our webpage navigate around our site. We recommend that participants read Durham University’s Website Cookie Usage Policy:

<https://www.dur.ac.uk/about/cookies/>

Use of cookies by Access & Engagement:

Access & Engagement do not use cookies except if making use of Google Analytics. However, visitors to any of our webpages may easily navigate to other Durham University webpages. We therefore recommend that participants read the cookie policy (above).

Links to other websites:

Access & Engagement may provide links to other useful sources of information via its webpages. We recommend participants and other visitors to our webpages take the time to locate and read the relevant privacy notice of such other websites.

Changes to this privacy notice:

This notice was last reviewed in October 2021 and is reviewed annually.

Further information:

Should you require further information, please contact the relevant programme email account (as above) or call Access & Engagement on 0191 334 9126.