



Privacy Notice – Enquirers and Applicants

Background

This Privacy Notice is designed to explain how and why information about individuals in the following categories is used and managed:

- Enquirers and applicants using the service

All of the personal information will be treated in accordance with the terms of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This means that confidentiality will be respected and that appropriate security measures will be taken to prevent unauthorised disclosure. This notice is intended to meet the transparency requirement of the legislation and to ensure that all individuals in the categories above know how their data will be processed.

Using your personal information

Who will process my information?
Under Data Protection law the University is the “data controller”. This means that the University is responsible for how it uses and processes your information and complying with requests relating to your personal data.
Why do we collect and use your personal information?
The University processes personal data for the purpose of assisting enquirers and applicants in the decision to study at the University and to make a decision about offering a place to study.
Keeping information updated
The University strives to ensure that all personal information is accurate and up to date. You should inform the Enquirers and Applicants team of any changes to your information so that we can keep your information up to date by contacting studentenquiries@gcu.ac.uk .
How long is the information kept?
The University will retain your information only for as long as necessary for the purposes described. Further information is available in the University Records Retention Schedules: https://www.gcu.ac.uk/recordsmgmt/
Where do we obtain information from?
Information is obtained directly from enquirers and applicants using our web form or during telephone conversations. Applicants can apply directly to the University for certain programmes or can apply through a third party such as UCAS or an agent who is acting on their behalf.

What information is being collected and used?

Data will consist of the information provided by the “data subject” or a company acting on behalf of the University. Information may be in hard copy or electronic format. This includes:

- Information provided by enquirers and applicants in the course of their application
- Name, date of birth, address, telephone number and email addresses
- Qualifications, skills and personal statements
- Information provided on applications through UCAS or an application form

Special category personal information is also processed where it is necessary and lawful for us to do so. In most cases you have the option whether to provide this information or not. This refers to data revealing:

- Racial or ethnic origin
- Political opinion
- Religious or philosophical beliefs
- Trade Union membership
- Physical or mental health
- Sex life or sexual orientation

Data relating to criminal convictions and offences is also subject to additional protection.

Who is the information shared with?

- Your information will be shared internally only with those individuals who require it in the course of their duties.
- The University may be required to share your personal information with external organisations. This may happen due to a statutory or legal obligation.
- The University may share your information with system/Service providers.
- The University may share your information with agents & reps who are acting on your behalf.
- We may also share your information with GCU representatives operating in your region.

How is the information kept securely?

Information is kept securely on University equipment in line with University Information Security and Data Protection Policies. Access is restricted to only those staff or authorised agents who require it and on a “need to know” basis.

Will the information be used for automated decision-making?

No.

Is the information transferred outside the European Union?

Some personal information may be transferred internationally, for example, information published on the website can be accessed internationally. We may engage third parties to provide systems or services which are hosted outside of the European Union. In emergency situations, if you are located outside the UK, we may need to transfer data internationally.

Where we transfer data internationally we will ensure that appropriate safeguards are in place to protect your information and your privacy.

If you are an overseas student, your personal information will be transferred outside the European Union.

Your rights

You have the right to:

- Find out what personal data we process about you and to request a copy of the data
- Ask us to correct inaccurate or incomplete data
- Withdraw consent to process your personal data, if you were asked for and provided consent

If you think we are acting unfairly or unlawfully you can:

- Object to the way we are using your data
- Complain to the UK Information Commissioner's Office

Under certain conditions you also have the right to ask us to:

- Restrict the use of your data
- Erase your information or tell us to stop using it to make decisions about you
- Provide you with a portable electronic copy of data you've given us

Please contact us if you wish to exercise/enquire about any of these rights.

Contact Details

Data Protection Officer (DPO)
Department of Governance
Britannia Building
Glasgow Caledonian University
Cowcaddens Road
Glasgow
G4 0BA

Email: dataprotection@gcu.ac.uk

Legal basis for using your information

The legal condition which enables the University to process personal information is found in Article 6 of the General Data Protection Regulation (GDPR). In particular we rely on:

- Article 6(1)(a) consent
- Article 6(1)(b) performance of a contract
- Article 6(1)(e) performance of a task in the public interests/exercise of official authority

Where special categories of data are processed we will have your explicit consent or another legal reason within Article 9(2) of GDPR will apply.

Further information

The Information Commissioner's Office website: <http://www.ico.org.uk>

The University's Data Protection webpages: <https://www.gcu.ac.uk/dataprotection/>

Further information is available in the Student Privacy Notice and Staff Privacy Notice:
<https://www.gcu.ac.uk/dataprotection/>