

Student Advice (Student Advice Team; Money, Advice and Funds Team; Immigration Advice Service and Points Based System Team)

Data Privacy Statement

Scope

When you registered you gave us the right to hold and process your personal information including sensitive personal information for administrative purposes in order to provide you with educational services, including pastoral care and advice and guidance, as outlined in the [UWE Bristol Terms and Conditions](#). Your information will be held confidentially and is available to staff across 3 student advice teams in order to enhance the quality of service available to you, and for any other legitimate reason.

This statement applies to services given to service users by:

- Student Advice Team
- Money, Advice and Funds Team
- Immigration Advice Service and Points Based System Team

Personal Information

We will process your non-sensitive and sensitive personal data in line with the [UWE Data Protection Policy](#). We will hold your data securely in accordance with the conditions of the 1998 Data Protection Act and not make it available to any third party unless permitted or required to do so by law. The university's Data Controller is the Pro Vice-Chancellor (Commercial Director and Corporation Secretary).

Data Usage

We will only use your non-sensitive and sensitive personal data to:

- Provide you with information, advice, guidance and support regarding any issues that you might raise with us relating to you being a student at UWE.
- Monitoring, evaluating, auditing and developing our services – data will be anonymised.
- Responding to any complaints you make about our services.

Data Sharing

We will only share relevant items of your information with appropriately trained UWE staff to fulfil these purposes, and in line with professional ethical guidelines. This may include:

- When booking an appointment, the information you initially provide may be processed and viewable by student services staff.
- Liaising with academic staff or other professional services where necessary (e.g. Accommodation Services, Admissions, Student Support and Wellbeing, Academic Services), for delivering the service(s) you have requested.
- Your non-sensitive and sensitive personal information.

Otherwise, we will only share information we have about you if we have permission or if:

- It is required by law, e.g. a breach of immigration conditions
- We have reasonable belief that you have breached the [University's regulations or policies](#)
- There is a serious risk of harm to yourself or to others

We will keep your data for up to six years after the end of the academic year in which you last used our services, after which it will be confidentially destroyed.

Accessing your information

- You may gain access to your sensitive and non-sensitive personal information by completing the [Data Protection subject access request form](#).
- You can ask us to correct any errors in the information we have about you.
- You may opt out of any further contact with us.

How to contact us

Student Services Administration Office, University of the West of England, Frenchay Campus, Coldharbour Lane, Bristol BS16 1QY. Telephone: +44 (0) 117 32 85678. Email: Infopoint@uwe.ac.uk.

The University's Data Protection Officer is James2.Button@uwe.ac.uk.

UWE Student Advice Services



I understand and give consent for my non-sensitive and sensitive personal data to be processed as described in the Student Advice Data Privacy Statement document above.

Name (print): Student no:
Signature: Date: