How we use your information

The University’s Counselling Services provides a range of counselling support services for staff and students of the University.

Personal data and Sensitive (special categories) of personal data

The personal data and special categories of personal data processed by Counselling Services will vary according the support required. However, general biographical information such as your name, address, ID. no., date of birth, telephone numbers, address, email address(es), GP details etc.

Healthcare information specific to your interaction with Counselling Services will also be required.

Data controller

The data controller for personal data used in this support service is normally the University of Dundee.

Data will be processed using the University’s business systems. These include Microsoft 365 and Box.com, both of which are cloud-based. The University has contracts with these providers for their cloud services to safeguard your data.

Your data may be shared with other healthcare service providers such as NHS Tayside or your GP. This will be discussed with you on a case by case basis.

Lawful processing

The lawful grounds for processing personal data within this service are normally:

- the data subject has given consent to the processing of his or her personal data for one or more specific purposes;
- processing is necessary for compliance with a legal obligation to which the controller is subject;
- processing is necessary in order to protect the vital interests of the data subject or of another natural person;
- processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

The lawful grounds for processing special categories of personal data within this service are normally:
• the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except where Union or Member State law provide that the prohibition referred to in paragraph 1 may not be lifted by the data subject;
• processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law in so far as it is authorised by Union or Member State law or a collective agreement pursuant to Member State law providing for appropriate safeguards for the fundamental rights and the interests of the data subject;
• processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent;
• processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject;
• processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3;

Your rights

The University respects your rights and preferences in relation to your data. If you wish to update, access, erase, limit or complain about the use of your information, please let us know by emailing dataprotection@dundee.ac.uk. You may also wish to contact the Information Commissioner’s Office.