University of Dundee

Information Governance - Data Protection

Privacy notice - Student Services - Enquiry Centre

(incorporating Peer Connections, Stay on Course and general well-being support)

How we use your information

The University’s Enquiry Centre provides a range of wellbeing support for students and staff of the University including Peer Connections.

The way that we use your data will vary on a case by case basis depending upon your needs, but in general we will ask you for information concerning your identity and details of the issue for which you would like support. We will then, with your permission, pass your data to relevant sources of support within the University and to external sources of support with whom we work.

Personal data

The personal data we normally require is your name, contact information (address, email address, mobile telephone number), student ID number and date of birth.

Special categories of personal data

During your interaction with the enquiry centre you may provide special category data to our teams, depending upon the nature of support you require. Special categories of personal data are data concerning your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning health or data concerning a your sex life or sexual orientation.

Data controller

The data controller for your personal data is 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.

Lawful processing

The University will normally process your personal data and special categories of personal data on the basis of your consent. However, please note that their may be circumstances in which your data is processed without
your consent, for example where we judge there to be risk to life (vital interests) or further to legal obligations or in connection with legal claims.

Your rights

The University respects your rights and preferences in relation to your data. If you wish to update, access, erase, or limit the use of your information, please let us know by emailing the Enquiry Centre Manager at enquiry@dundee.ac.uk

Please note that without personal information it is impossible for the Student Support team to provide wellbeing support and other services agreed between the student and the University’s Enquiry Centre.

The information will not be disclosed to any other third party and will not be used outside of the University, unless required by law or in an emergency.

If you wish to complain about the use of your information please email dataprotection@dundee.ac.uk. You may also wish to contact the Information Commissioner’s Office.