



Applicant and Student Privacy Notice

Introduction

Throughout this privacy notice, “University” “we”, “our” and “us” refers to the Norwich University of the Arts. “You” and “your” refers to applicants and enrolled students.

Norwich University of the Arts (NUA) is a registered data controller. We collect, hold and process personal information relating to our applicants and enrolled students. It is essential to do so in order for us to carry out our legal responsibilities, functions and manage our operations. We hold personal information about you electronically and in paper format, under the requirements of the Data Protection Act 1998 (DPA) and General Data Protection Regulation (GDPR). We do our utmost to protect your privacy. We follow security procedures regarding the storage and disclosure of information which you have given us in order to avoid unauthorised loss or access. As such we have security systems and procedures to protect information from unauthorised disclosure, misuse or destruction.

What information do we hold about you?

During the course of your involvement with the University, your personal information is collected, stored, and processed securely by us. The data we process includes, but is not limited to:

- Your name, contact information such as address, email address and telephone number, as well as your date of birth, national insurance number, country of domicile and your nationality. If you are an overseas student, we also collect information about your passport and visa.
- Information relating to your education and employment history, the school(s), sixth form college(s) and other colleges or universities you have attended and places where you have worked, the courses you have completed, dates of study and examination results.
- Information used to contact you or your next of kin in case of an emergency
- Information about your family or personal circumstances, and both academic and extracurricular interests, for example where this is relevant to the assessment of your suitability to receive a bursary
- Your attendance, assessment and feedback, and qualifications awarded
- Details of your courses, enrolments, timetables and room bookings
- Financial information collected for the purposes of administering fees and charges, loans, grants, studentships and financial support
- Information about your engagement with and use of University services, such as the Library and employability support services
- Information relating to the provision of advice, support and welfare, such as information relating to your use of the services offered by our Student Support Team

- Information related to the prevention and detection of crime and the safety and security of our staff and students, including, but not limited to, CCTV recording and data relating to breaches of University regulations

The University also needs to collect and process personal 'sensitive personal data' under the DPA, and 'special categories of data' under the GDPR including:

- Your health and disabilities, to provide support and enable access to University services and to determine course suitability
- Your ethnic origin and sexual orientation, for equal opportunities monitoring
- Previous criminal convictions, before a place can be offered on certain programmes

Why do we collect this information?

We collect personal information from you for a range of purposes: in order to process your application to study with us and for those who enrol, we process your information to facilitate your education and deliver and improve services and facilities. This information also helps in our work with you in all aspects of our student services, including disability support and support for international students. We report to statutory authorities on performance.

We may collect your personal data in a number of ways, for example:

- From the information you provide to us when you interact with us before joining, for example when you express your interest in studying with us
- When you apply to study with us and complete application forms via the Universities and Colleges Admissions Service (UCAS) and when you complete other admissions processes and procedures
- When you enrol with us and complete the registration process
- In various other ways as you interact with us during your time as a student, for the various purposes set out below
- From third parties, for example from your previous or current school, sixth form college, university or employers who may provide a reference about you or who may sponsor your studies

How we use your information?

Your personal information is collected, stored, and processed securely by us in a variety of paper and electronic formats, including databases that are available to our faculties and various departments. Access to your personal information is limited to authorised staff, contractors or agents who have a legitimate interest in using your personal information for a business purpose related to their contractual duties.

Your personal information is used for a range of academic and business purposes, including the following:

- Administration of the application process, including informing the decision about suitability for potential programmes of study
- Academic administration and to facilitate your education, including admission and registration, administering programmes of study, organising professional placements, recording progress, agreeing awards, assessments, examinations, attendance monitoring and research

- To administer the financial aspects of your relationship with us and any related funders
- To administer your use of facilities and participation at events (for example building access, computing services, libraries, accommodation, employment services, functions, graduation)
- Administration of complaints, investigations and disciplinary proceedings concerning student misconduct, including investigations into academic misconduct
- Administration of academic appeals issued by students and other complaints brought against us
- Administration of other regulatory processes where you provide personal information to us – for example, to support extension requests, extenuating circumstances claims and intermission applications, to enlist participation in student surveys and student feedback reporting
- Fulfil statutory reporting requirements
- To monitor our responsibilities under equality legislation
- Ensure the health, safety and well-being of students
- Assessment and provision of support services to students
- Monitor compliance with University regulations
- Management reporting/ performance monitoring
- Monitor compliance with the terms of any visa issued under the sponsorship of the University
- For the provision of your academic transcript and if appropriate an award certificate
- Administration of the University CCTV system in accordance with our CCTV code of practice
- To support your Student Union membership

Some personal information used for the above purposes will be ‘sensitive personal data’ also known as ‘special categories of personal data’ under the new General Data Protection Regulations. These can include race and ethnicity for the monitoring of our equalities responsibilities for example, or medical information relating to the delivery of necessary learning support. Access to and the sharing of this kind of ‘special category’ personal information is controlled very carefully.

Use of your personal information after graduation

After you have graduated from the University, a core record of your studies is retained indefinitely so that the details of your academic achievements can be confirmed. These details are also used for statistical and historical research.

Additionally, when you have ended your studies, your contact and core personal details are shared with our Alumni Team and added to our alumni records. For information on how we collect and use data about our alumni, see our alumni privacy notice on our website.

Who might we share your information with?

The University may disclose certain personal information to external organisations to carry out our legal responsibilities, functions and manage our operations or because you asked us to. These may include;

- Higher Education Statistics Agency (HESA).
- Relevant Government Departments (eg Home Office, including UK Visas and Immigration, Foreign and Commonwealth Office, Department of Health. Department of Education)
- Relevant executive agencies or non-departmental public bodies (eg HM Revenue and Customs, Health and Safety Executive)
- Office for Students (OFS)
- Universities and Colleges Admissions Service (UCAS)
- Office for Fair Access (OFFA)
- Office of the Independent Adjudicator (OIA)
- Organisations running student experience surveys, including the Student Experience Survey (SES), National Student Survey (NSS), the Postgraduate Taught Experience Survey (PTES), the Postgraduate Research Experience Survey (PRES) and the Destinations of Leavers from Higher Education survey (DLHE)
- Providers of anti-plagiarism software.
- Student Loans Company (SLC)
- Relevant professional or statutory regulatory bodies and other course accrediting organisations
- Local authorities to administer Council Tax and for electoral registration
- The police and other law enforcement agencies/MASH
- Our insurers in respect of accidents
- Auditors
- Your sponsors, where a contract exists
- The providers of any external learning or training placements
- Library services, including access to online resources and dyslexia support
- Companies providing specific services on behalf of the University for graduation
- Companies providing specific services on behalf of the University for student trips and/or exchange programme
- Third parties who work with us to provide student support services (for example counselling and dyslexia testing)
- Third parties who work with us to provide student accommodation
- Norwich University of the Arts Student Union
- Your parents/guardian if you are under 18 years old

- Banks and employers, when you ask us to confirm that you are a student here or write a reference
- Debt collection agencies if you owe us money which we haven't been able to recover from you
- Third party software systems required to facilitate applicant and enrolled student data functions (for example Heritage Cirqa, Azorus, Office 365, Interact). These organisations may be based outside of the UK or the European Union. We have ensured these organisations have safeguards in place, which meets appropriate standards, to protect your personal data.

We will not normally disclose any other personal information about you to other external organisations without your consent unless it is in your vital interests to do so (for example an emergency situation).

How long do we keep your information?

We will keep your personal information only as long as is necessary to fulfil the purpose for which it was collected and in accordance with the University's records retention schedule.

Your rights

You may request a copy of the personal information we hold about you. This is called a subject access request. If you wish to make such a request, contact the Data Protection Officer (see details under the "how to contact us" section) or download and complete a subject access request form from our website.

If you wish to correct any information about you held by the University contact the Registry department in the first instance registry@nua.ac.uk.

If you provided consent to us to collect and hold personal information for certain purposes but later decide you want to withdraw this, you have the right to change your mind. Please contact the University's Data Protection Officer, who will provide you with advice and guidance, email dataprotection@nua.ac.uk.

Here is a list of all the rights individuals have under GDPR:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

Please contact the Data Protection Officer for more details or with any queries. If you believe your data has been breached, please speak to the University. The Information Commissioners website provides more information on data breach rights.

<https://ico.org.uk/your-data-matters/data-protection-and-journalism/taking-your-case-to-court-and-claiming-compensation/>

Other information

How to contact us

If you require further information about how your personal information is held and processed by us please contact the University's Data Protection Officer, email dataprotection@nua.ac.uk. Our postal address is Norwich University of the Arts, Francis House, 3 -7 Redwell St, Norwich NR2 4SN.

We try to meet the highest standards when collecting and using personal information. If you have any concerns with regard to your personal information, please contact us at the above address. You have a right to complain to the Information Commissioners Office about the way in which we process your personal information. Please see www.ico.org.uk/concerns.

Changes to this privacy notice

We keep our privacy notices under regular review. This privacy notice was last updated February 2019.

Our other privacy notices

<https://www.nua.ac.uk/about-nua/data-protection/>