



When you get advice from us – our Privacy Policy

When you come to the SU Advice Centre for advice and support we will treat the information you give us carefully and not share it unless you give us express consent to do so (other than in limited circumstances where we are concerned about your safety or the safety of others (see below for more detail on this exception)) and in accordance with GDPR.

What this means:

- We will get your permission in writing,
 - To hold personal information about you, otherwise we will record the information anonymously
 - Before we share any of the information you have provided us with unless it falls into the exception referred to below in the section headed: If we are concerned about your or someone else's safety.
- You may withdraw this consent for us to share personal information at any time, and once a withdrawal of consent is received we will not share any further information after that date.
- A delay in providing consent will affect how quickly we are able to start working on your case.

The information we ask for

We will only ask you for the information that is necessary to help you with your problem/enquiry, and may include:

- Your name, Warwick student ID and contact details – so that we can keep in touch with you about your case
- Personal information – for instance your academic progress, any personal issues you may have eg with family or your health, if relevant
- Information about the services you are getting that are causing you problems – like property agents or departments of Warwick University
- If you do not want to give us certain information, you do not have to. For example, if you want to stay anonymous we will only record information about your problem and make sure you are not identifiable.

How we use your information

The reason we ask for your information is to help you with your problem/enquiry, the only other reasons we would access your information would be for:

- training and quality purposes
- To investigate complaints

- To help us improve our services
- To get feedback from you about our services

All our staff have been given data protection training to ensure that they handle your information sensitively and securely.

How we use your anonymised data

We use some data and information to create statistics about the types of students we are helping and which problems/enquiries are most common. This data is always anonymised so there is no risk of you being personally identified in any of this analysis.

This anonymised data may be shared with funders, regulators, Warwick University and government departments.

We also use this data ourselves to inform policy research, campaigns and media work.

When we share your information with other organisations

We only share your information if you give us permission to do so and we only share information with other organisations to help you with your problem/enquiry. For example, if you ask for our help regarding your accommodation contract with Warwick University, we might need to share your name, address and student ID.

Organisations that we share your information with must store and use your data in line with data protection law. We check their compliance with this before we share data with them.

Sharing information to help you with your problem/enquiry

If you ask us to act on your behalf we might need to share some of your information with other organisations – we will always tell you when we do this. For example if we contact your department, we might need to share your name, student ID and details of the problem/enquiry you have.

If we refer you to another organisation for more advice, we might share information about your problem/enquiry with them so they can help you more quickly.

If we're concerned about your or someone else's safety

If something you've told us makes us think you or someone you know might be at serious risk of harm, we could make a referral under the University of Warwick Referral Pathway - for example if we think you might hurt yourself or someone else.

Warwick University Referral Pathway:

https://warwick.ac.uk/services/supportservices/prevent/student_support_referral_pathway_final.pdf

How we store your information

We record information via email and attendance notes and other documents that are shared with us and these are kept securely in a paper file or using a secure electronic case management system or secure email systems.

We keep your information for seven years.

If we contact you via Skype, SMS or WhatsApp we make notes of the conversation and delete the data from the App.

Your Rights

The Students' Union Advice Centre tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the General Data Protection Regulation (GDPR). If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to SUAC for any personal information we may hold, you need to put the request in writing addressing it to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone, subject to verification of identity.

If you think any information that we hold is incorrect we will correct it.

If you wish to exercise your right to have your data removed, we will comply so long as there is no legal or legitimate reason that requires us to keep it.

About this Notice

This privacy notice was drafted with clarity in mind. It does not provide exhaustive detail of all aspects of SUAC's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

Chief Executive's Office
Warwick Students' Union
Gibbet Hill Road
Coventry
CV4 7AL

Email: dataprotection@warwicksu.com

Call: 02476 572777