

# Student Contention Processes - Privacy Notice

## Your Personal Information

The University of Lincoln will use information about students in investigating and making decisions in cases of Student Complaints, Academic Review and Appeal, Withdrawal Appeals, Fitness to Practise Appeals and Student Misconduct. This notice explains more about how we use your personal information.

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### **What information we collect about you**

We collect information about you when you, as a student, member of staff, or member of the public engage with the University's Student Contention processes which are facilitated by the University's Governance team. We ask you to complete the forms that are supplied by the Governance Team. These forms will ask you to provide a range of information that allows us to verify your identity and accurately access information required to progress the applicable procedure.

We may also collect information about you where another individual or third party engages with us. Information can be obtained and generated via written or verbal correspondence, via the report forms that are supplied by the Governance Team, via written statements provided by individuals, and during investigation interviews.

Some of the information listed below may not be collected in respect of all cases and may depend on the person(s) reporting an allegation:

- Your Name
- Your Student Enrolment Number (students only)
- Your Contact Information, including Telephone Number and/or E-mail Address
- Information relating to the report you wish to make, which may or may not contain special category personal data or criminal convictions data about other individuals
- Supporting evidence relating to the Student Contention processes may include, but is not limited to, medical evidence relating to you, or another.

Keep your details up to date by contacting the Governance team via e-mail [contention@lincoln.ac.uk](mailto:contention@lincoln.ac.uk)

## How we use your information

We collect information about you to facilitate the Student Contention processes. This includes investigating allegations of student misconduct, Student Complaints, Academic Appeal requests, Withdrawal Appeals and Fitness to Practise Appeals.

We ask you to provide us with your contact details so that we can verify your identity, keep you updated, request more information and/or formally notify you of outcomes. Your email address will allow us to give you access, where appropriate, to a secure electronic platform to allow you access to relevant information, including investigation documentation and outcome letters.

The University will use information provided during the Student Contention processes in order to consider the matter relating to a contention case. Where you have made a request for an Academic Appeal against a decision of the Board of Examiners, your student record will be updated to record this and we will notify the Student Administration team of the outcome of each stage of process so that they may, where appropriate, record any changes to your position, including, for example, an additional opportunity for reassessment. During the student contention process, we will also capture information around ethnicity, age group and gender which is anonymised and used purely for statistical analysis.

As part of the Student Misconduct process, the personal data provided about a student, be this provided by them or by others, can be used for the purposes of investigating alleged misconduct (both informally and formally), compiling a findings report at the conclusion of an investigation and holding a Student Misconduct Panel to make a decision in regards to the case, communicating outcomes to students (as appropriate) and internally to enforce outcomes, determining whether it may be necessary to put a form of exclusion in place at any stage of the process in accordance with the Student Misconduct Regulations.

The University processes personal data for the above Student Contention processes because it is necessary for the University to fulfil its obligations under its public task for provision of Higher Education, as given to it under the Education Reform Act 1988 and in accordance with Article 6(e) of the UK GDPR. Where a student submits any special category personal data (information which reveals racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data or biometric data for the purposes of uniquely identifying individuals, data concerning health, or data concerning an individual's sex life or sexual orientation) about themselves or another individual in support of the investigative purposes above, the University will process this on the basis of substantial public interest (Article 9(g) of the UK GDPR).

The University relies on Paragraph 10 Schedule 1 of the Data Protection Act 2018 (detecting and preventing unlawful acts), where it processes criminal offence or convictions data for the above purposes. This supports the University in meeting its obligations in managing possible risks to the University community by maintaining student discipline.

The University occasionally uses cookies and other technologies on its website that collect data about you when you use them. Where this occurs, further information will be available in a cookies policy. The cookies policy for the University website can be found here: <https://www.lincoln.ac.uk/home/abouttheuniversity/governance/universitypolicies/websiteandpublicationsinformationliability/>.

## Information we may share with other organisations

The University may be required to share data we hold for the various purposes described below, where the law permits, and it is considered appropriate under the circumstances.

Office of the Independent	The University may share information regarding investigations and outcomes with the Office of the Independent Adjudicator, where you have made a complaint to them to review the University's decision
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Adjudicator (OIA) Police	following completion of the University's internal processes.  The University may be required to share information regarding allegations you may make and information you have provided to the investigation with the Police, for the purpose of prevention and detection of crime, the apprehension and prosecution of offenders, or to safeguard a person's wellbeing, where appropriate. Each instance will be judged on its own merit and any sharing of information will be done within the law.
Intersol Global	The University may share information regarding allegations made about a student with Intersol Global, our external investigative partner, for the purposes of investigating sensitive or serious allegations of student misconduct.
University Insurers and Solicitors	The University may share information regarding investigations with our insurers to enable us to make insurance claims and engage with solicitors, where appropriate. The University may share information regarding investigations with solicitors appointed on its behalf for the exercising or defence of legal claims
UK Visas and Immigration	For overseas, non-UK/EU students only. The University may share investigation, criminal offence and convictions data with the internal Visa Compliance Team, who may share this information with UK Visas and Immigration in order to comply with our obligations as a Visa sponsor/license holder under immigration legislation.

We use a number of suppliers who process personal information on our behalf. These include suppliers of software services. These act strictly on our instructions and must not use the information for their own purposes.

### How long we keep your information

We will retain the information we hold about you in line with the University's Record Retention Policy which is for 6 years from the last action taken in relation to the contention case.

If you access additional University services these may keep a record of your contact and will provide you with details of how long they keep your information.

### Accessing your information and other rights

You have a number of rights relating to your personal information. These include:

- Access** You have the right to request a copy of any personal information we hold about you.
- If you would like a copy of any of your information, please contact the Information Compliance Team on the details below. The team will process your request within a month.
- Portability** If you have provided information on the basis of your consent or for a contract, then you can request a digital copy so you can send it to another organisation.

To request a copy please contact the Information Compliance Team on the details below. The team will process your request within a month.

- Correction** If any of the information we hold about you is incorrect or incomplete, then please let us know. You have the right to have your information corrected so that we hold accurate records about you.
- Erasure** This is also known as the right to be forgotten. You can request that your personal information is erased if it is no longer necessary for the University to keep it, or you withdraw consent that you have previously provided, or you object and there are no overriding grounds to keep it or if it is unlawful to continue to keep it.
- Restriction** You can request that the use of your personal information is limited to storage only and that we use it for no other purpose. This applies where you contest the accuracy of the personal information we hold, or our use of the information is unlawful, or we no longer need the information except in relation to legal claims, or you object to the use of your data, and we need to verify whether or not our purpose for keeping it overrides the grounds of your objection.

The Information Compliance Team can be contacted by email on [compliance@lincoln.ac.uk](mailto:compliance@lincoln.ac.uk) or by post at: Information Compliance, Governance and Compliance, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

### **How to object or withdraw consent**

If you object to our use of your personal information, then we must stop unless we can demonstrate compelling legitimate grounds for continuing. Please contact the Governance Team at [contention@lincoln.ac.uk](mailto:contention@lincoln.ac.uk) and explain your objection.

If you have provided your consent for the use of your personal information, then you can withdraw this consent at any time by contacting the Governance Team at [contention@lincoln.ac.uk](mailto:contention@lincoln.ac.uk)

### **How to contact us**

For general enquiries please call 01522 88 2000 or write to University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

You can find contact details for individual teams and staff by visiting <http://staff.lincoln.ac.uk>.

If you have a query about your personal information rights then please contact the Information Compliance Team by email on [compliance@lincoln.ac.uk](mailto:compliance@lincoln.ac.uk) or by post at Information Compliance, Governance and Compliance, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

### **How to complain**

If you feel that we have let you down in relation to your information rights then please contact the Information Compliance Team by email on [compliance@lincoln.ac.uk](mailto:compliance@lincoln.ac.uk) or by post at Information Compliance, Governance and Compliance, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

You can also make complaints directly to the Information Commissioner's Office (ICO). The ICO is the independent authority upholding information rights for the UK. Their website is [ico.org.uk](http://ico.org.uk) and their telephone helpline number is 0303 123 1113.