

Student Services Directorate Privacy Notice

Information we hold

We may receive information directly from you and/or from an external partner, academic School or other third party such as members of the local community, University staff and students.

Staff in the Student Services Directorate have access to the information on your central student record as per the University's [Student Enrolment Privacy Notice](#).

How your information may be used

Several smaller teams make up the Student Services Directorate. These include Finance, Student Conduct and Complaints Office, College Master's Offices and Student EDI. The information that we hold is used to ensure that the University is complying with and discharging its duties under the Student Charter and University regulations.

- Financial data to facilitate a payment, where it is for our legitimate interests, or where we need to comply with a legal or regulatory obligation. For example Disability Support Allowance.
- Personal data for the planning, implementation and management of events and activities; research purposes e.g. focus groups; informal/formal meetings and committees; marketing and advertising; training sessions; software trials; interview panels; student workshops internal/external; volunteering and paid roles; and prize giving.
- Non-academic discipline information such as Campus Security Reports and police bail conditions
- Information regarding student complaints
- Copies of any letter, meeting notes of supporting evidence such as photographs or video recordings.

The legal basis for the processing of your data are performance of contract, legal obligation, protecting vital interests, public task, legitimate interests and, where appropriate, consent.

Our legitimate interest is primarily the best interests of the student and the community, in particular, their safety and wellbeing.

Who the information may be shared with

We will only share where there is lawful basis to do so under data protection law. Examples of who your information may be shared are:

- [Office of the Independent Adjudicator for Higher Education \(OIA\)](#)
- [Public Health England](#)
- Kent Police (or other Police forces as required)
- Other Academic Schools and departments within the university
- The Local Council, Medway and Canterbury
- Environmental Health
- Kent Union
- Canterbury Christ Church University
- University of Greenwich

How long data is stored

All records, paper or electronic documentation is stored and destroyed in line with periods set out in the University's [Documentation Retention and Archiving policy](#).

Complaints regarding the handling of your data

Your rights are included in the [Student Enrolment Privacy Notice](#). If you wish to raise a complaint on how we have handled your personal data, you can contact our [Data Protection Officer](#) (If you are not satisfied with our response or believe we are processing your personal data in a way that is not lawful you can complain to the [Information Commissioner's Office](#)).