

Academic Appeal



Privacy Statement

The University's academic appeals process is designed to provide you with a mechanism to raise concerns about your academic progress. We understand that when you submit an appeal you might include information and data that is sensitive and personal to you. This document explains how we collect, use, share and keep information about you.

In this document, we describe how University of Chester, in its capacity as the data controller, collects, uses, shares and keeps information about you when submitted under the academic appeals procedure, in accordance with the General Data Protection Regulation. For the contact details of our Data Protection Officer, please see the 'Query or Complaint' section.

This privacy statement relates to data and information that you submit to the University under the academic appeals process only. The academic appeals process is administered by Academic Quality Support Services. If you provide the University with data and information under another process or for another purpose, you should contact the relevant department for details of how they will process it.

Academic Quality Support Services
May 2018

Information we collect

We collect **personal information** about you from:

- Your academic appeal form
- The supporting evidence and documents you provide in support of your academic appeal
- The academic department relevant to the module outcome(s) you are appealing against
- Any professional services department of University of Chester relevant to your appeal
- Chester Students' Union (where relevant and where you have given your explicit consent)

Using your information

We use your **personal information**:

- To consider the claims you make in your academic appeal to decide whether to accept it for further investigation
- To enable the University's Academic Appeals Board to decide whether to uphold or reject your appeal
- To respond to complaints that you might make to the Office of the Independent Adjudicator for Higher Education or to defend legal claims

Sharing your information

When you submit an academic appeal, you are making your submission to University of Chester, via Academic Quality Support Services. We might share your **personal information** with members of staff who can assist with our investigation of your appeal. Examples of who these staff members might be include:

- The relevant Head of Department (or equivalent) with responsibility for the module(s) that your appeal relates to
- Other members of staff in the department (at the discretion of the Head of Department), where appropriate to enable an accurate response
- A Director or Head of Service with responsibility for a department implicated in your appeal submission
- The Dean of Academic Quality and Enhancement or a member of the Senior Management Team (Vice-Chancellor, Deputy Vice-Chancellor or Pro-Vice-Chancellors), but only if you request a review of a decision to reject your appeal.

You have the right to restrict the internal sharing of the **personal information** you submit with your academic appeal, however doing so might restrict our ability to thoroughly investigate your appeal. You can indicate who you consent to us sharing your data with on the academic appeals form.

If anything in your appeal raises issues about safeguarding or disciplinary matters, we might share your **personal information** with other relevant officers of the University. If you disclose a disability as defined by the Equality Act, we will normally inform Student Futures that you have done this, but we will not disclose the nature of your disability. Student Futures might write to you to ask about any on-going support needs you might have.

We will share your **personal information** outside of the University only with your consent or as required or permitted by applicable law, such as with:

- A third party who you have nominated on your academic appeal form who is able to confirm the unique reference number we will give to you when we acknowledge receipt of your appeal
- The Chester Students' Union (only with your consent indicated on your academic appeal form)
- The Office of the Independent Adjudicator for Higher Education (only with your consent if you request a Completion of Procedures letter)
- Regulatory authorities, courts and governmental agencies to comply with legal orders, legal or regulatory requirements, and law enforcement requests

Securing your information

We use the organisational, physical and technical security measures implemented by University of Chester to safeguard your **personal information** and to ensure that it is processed promptly, accurately and completely.

The academic appeals process is administered digitally and online. If you provide us with physical documents in your appeal submission, we will usually make an electronic copy and then either return the physical document to you (where you have requested this) or securely destroy it.

Where we have shared your appeal submission and **personal information** with members of staff of the University outside of Academic Quality Support Services and the Academic Appeals Board, we issue an instruction for them to erase their copy of the entire submission after they have provided a response.

Third party information

Your academic appeal, any supporting evidence and documents you provide must relate to you and your personal circumstances. If you have been impacted by the personal circumstances of a relative, friend or any other person, we refer to them as a third party. In most cases, we cannot consider the personal information of a third party under the academic appeals process. If you do submit the personal information of a third party we will normally not process it. We will inform you that it is inadmissible and either return it to you (if you provided us with a physical document) or securely destroy it. We will make available an indicative guide to the types of evidence that are and are not admissible under the academic appeals procedure; this can be downloaded from Portal, the University's website or we can provide a copy if you contact us.

Keeping your information

We will keep your **personal information** only as long as we need it to make a decision on your appeal and to respond to any complaint you might make to the Office of the Independent Adjudicator for Higher Education or to defend legal claims. This means that we will normally keep your **personal information** for 24 months from the date that we acknowledge receipt of your academic appeal. However, we might keep it for longer periods because of law, regulation, litigation or regulatory investigation purposes. If we intend to keep your **personal information** for longer than 24 months we will write to you and explain the reasons.

After 24 months, if your **personal information** is no longer necessary to respond to any complaint you might make to the Office of the Independent Adjudicator for Higher Education or defend against legal claims, we will take reasonable steps to erase the academic appeal form and supporting evidence and other documents you submitted.

For statistical and archival purposes we will retain the following for an indefinite period:

- A record that you submitted an academic appeal and on what date
- Details of the module outcome(s) or other decision that were the subject of your academic appeal
- A record of our decision to uphold or reject your academic appeal
- Copies of all correspondence we sent to you in connection with your academic appeal.

Where records of our decision to uphold or reject your academic appeal and/or the correspondence we sent to you in conjunction with your academic appeal include your **personal information** we will use our best endeavours to redact it.

Accessing your information

The **personal information** we hold about you is that which you have submitted to us or which you have submitted to the University previously for another purpose. However, if you believe that any of the information we hold about you is incorrect or incomplete, you may ask us to correct or remove information from our records. You can do this by contacting us at academicappeals@chester.ac.uk.

Legal basis

When you submit an academic appeal, we ask for your consent to process your **personal information** in accordance with the published procedure and this privacy statement. You are entitled to withdraw your consent at any time. We also process your **personal information** to enable us to consider appeals in the public interest (i.e. to ensure the academic standards of the awards that the University makes).

Your rights

You have the right to access, update, erase, change or correct your **personal information**. More specifically, you have the right to:

- Withdraw your consent for our use of your **personal information** at any time, where our processing is based on your consent;
- Restrict and/or object to the use of your **personal information**; and
- Request a copy of your **personal information** we have about you.

If you want to exercise any of your rights or if you have any questions about how we process your **personal information**, you can contact us at academicappeals@chester.ac.uk. You can also contact our Data Protection Officer (see 'query or complaint' section). You also have the right to contact the Information Commissioner directly at www.ico.org.uk.

Query or complaint

The Data Controller is the University of Chester, Parkgate Road, Chester, CH1 4BJ. The Data Controller's representative is Mr Adrian Lee, University Secretary, who may be contacted at the University address and on 01244 511000.

The University's Data Protection Officer (DPO) is Rob Dawson. He may also be contacted at the University's address and telephone number above and directly by email to dpo@chester.ac.uk.

Should you have any questions, comments, concerns or complaints regarding the use of your personal data, you should contact the University's Data Protection Officer as detailed above.