

**Data Protection
Fair Processing/Privacy Notice
Language Services Project (Modern Languages)**



Introduction

The University of Chester is committed to protecting the rights and freedoms of individuals as detailed in relevant Data Protection legislation including looking after any personal data that it collects, uses or hold. This Data Processing and Privacy Notice describes how and why we collect and use personal information about you. It is issued under your right to be informed about how the University collects, uses and stores your personal data.

Functions and Activity of Language Services Project (LSP):

The University of Chester Language Services Project (LSP) runs Part Time Language & English Evening Courses. Courses are open to internal Staff and Students, external general public from 18 years old and over. Courses are held in the evening from 6.30pm to 8.30pm.

Data Protection Principles

We will comply with data protection legislation, which says that the personal information we hold about you must be:

- *Used lawfully, fairly and in a transparent way*
- *Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes*
- *Relevant to the purposes we have told you about and limited only to those purposes*
- *Accurate and kept up to date*
- *Kept only as long as necessary for the purposes we have told you about*
- *Kept securely*

What Personal Data does the University collect?

Data Information:

1. For purposes of the LSP subjects provide their name, address, email address, telephone number and language they are interested in. This information is provided through the university website and goes automatically into the Customer Relationship Management System (CRM).
2. Telephone enquires if a customer calls and enquires about a course the same data is collected where the customer confirms that they would like to be added to our database and emailed about future courses.

What Special Category Data does the University Collect?

The University does not collect any special category data for this activity.

Why does the University need this data and how will the University use this data?

Personal data are used for general correspondence relating to the administration and delivery of the course. Data may also be used for marketing purposes.

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What is the Legal Basis for processing the data?

The University will process your data predominantly for purposes relating to our contract with you. We will also process your data on one or more of the following lawful bases:

where it is necessary for the performance of a task in the public interest;

where it is necessary to comply with a legal obligation;

where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

We may also use your data where this is necessary to protect your vital interests, or someone else's vital interests, typically in an emergency.

For how long will the University keep this Data?

Customer data is held for the duration of the relationship.

Who has access to the data and with whom will the University share this data?

Access to the data is limited to University staff responsible for the administration and/or delivery of the course including those responsible for the maintenance of relevant IT systems.

How will the University keep this data secure?

The University takes the security of your data very seriously, and has internal policies and controls in place to try and ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. For more information, please see the University's Data Protection Policy.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes.

What Rights do you have as a Data Subject?

As a data subject of the University, under the Data Protection legislation, you have a number of rights with regards to your data, dependent upon the legal basis for processing that data. As such you have the right to...

- *Withdraw consent* - where the University has used consent as the legal basis for processing;
- *Be informed* – about how the University, collects and uses your data;
- *Access your personal data that the University holds and process;*
- *Rectify or correct any inaccuracies in your personal data that we hold;*

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- *Be forgotten by requesting that your details are removed from the University systems;*
- *Restrict the processing of your data whilst it is being verified or corrected;*
- *Port your data in a machine readable and commonly used format;*
- *Object to certain processing by the University including direct marketing, automated decision making, profiling, scientific/historical research and statistics;*

The above rights are not absolute and may only apply in some circumstances such as being dependent upon which lawful process has been used or whether an exemption may apply.

The following table details the right that accompany each lawful basis.

	Lawful Basis	to be INFORMED	of ACCESS	to RECTIFICATION	to ERASURE (FORGOTTEN)	to RESTRICT processing	to DATA PORTABILITY	to OBJECT	AUTO-DECISION & PROFILING	to WITHDRAW CONSENT
a	CONSENT*	YES	YES	YES	YES	YES	YES	NO	YES	YES
b	CONTRACT	YES	YES	YES	YES	YES	YES	NO	YES	NO
c	LEGAL	YES	YES	YES	NO	YES	NO	NO	YES	NO
d	VITAL	YES	YES	YES	YES	YES	NO	NO	YES	NO
e	PUBLIC	YES	YES	YES	NO	YES	NO	YES	YES	NO
f	LEGITIMATE	YES	YES	YES	YES	YES	NO	YES	YES	NO

You may contact the University's Data Protection Officer as necessary regarding your rights.

Who is the Data Controller and who is the Data Protection Officer?

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 tel number and also by email on dpo@chester.ac.uk.

How to raise questions, comments, concerns, or complaints.

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.

You may also raise any concerns or complaints with the Information Commissioner's Office who may be contacted as follows:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113.
www.ico.org.uk

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Changes to this Notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.