



Student Centre - Privacy Notice

This privacy notice explains how Brunel University London ("we", "our", "us") collects, uses and shares your personal data, and your rights in relation to the personal data we hold. This privacy notice concerns our access & processing of personal data for applicants, current and past students of Brunel University London ("you", "your").

The Data Controller for the purposes of the General Data Protection Regulation is Brunel University London. The Brunel Data Protection Officer can be contacted by email at data-protection@brunel.ac.uk or by post Data Protection Officer, Brunel University London, Kingston Lane, Uxbridge, Middlesex, UB8 3PH. Our registration number in the Data Protection Public Register is Z6640381.

The Student Centre does not create your student record; however, we have access to personal information in order to support you with a wide range of administration enquiries/tasks throughout your journey at Brunel from Registration to Graduation and beyond.

We process your personal data because it is necessary for the performance of a contract between you and Brunel University London and/or because it is necessary for the performance of our tasks or your requests.

We use your personal data to interact with you in response to your enquiries about :

- Registration/re enrolment
- Student Letters and academic references
- Parking and Oyster/Railcards
- Immigration
- Financial support/Student Funding

- Student ID Cards
- Student Support/Welfare
- Graduation
- Any eVision tasks

We also correspond with you to alert you of any necessary tasks outstanding that you are required to complete. We also send reminders, that documents need to be renewed/updated or if any personal information is missing on your record. For example, Visa's near to expiry, or missing contact details.

All your contact is logged on our CRM system against your record to help assist with enquiry handling and is also used as a management system to monitor, evaluate the performance and effectiveness of the Student Centre and communications, including training of our staff or monitoring their performance.

All files, documents and emails are kept in line with the Student Centre policy and will not be kept beyond 7 years.

Third Party External disclosure information

- Please note, that should you apply for an 18+ student oyster card to Transport for London they will have to share your details and application with Brunel University London. In turn, we do have to confirm your student status at the time of your application and we may be asked for your details during the duration of your course so that Transport for London can continue to ensure your continued eligibility in the scheme. Your records must be kept by Brunel University London and can be disclosed to Transport for London and its agents during your participation in the Scheme.
- If you are resident in the London Borough of Hillingdon, the University (Student Centre) will automatically send your *details to the London Borough of Hillingdon. These will be sent twice a year via an encrypted file (end of October and end of January) and therefore there will be no need for you to request an individual Council tax Exemption

Certificate (but you can self serve for these if you meet the criteria in [eVision](#)).

* *Signed agreement between Brunel University London and the London Borough of Hillingdon - [LB Hillingdon Agreement.pdf](#)*

- In order to confirm your time at Brunel to an outside agency for example Job Agency or prospective employer or Embassy we would need your consent agreeing to the University releasing this information. Once we have received this by either letter, verbally or email, we will send a status letter on your behalf confirming your start/end date, course details and award achieved (if applicable).
- We may need to disclose your details if required to the police, Home Office, regulatory bodies or legal advisors. We will only ever share your data in other circumstances if we have your explicit and informed consent.

Third Party Internal disclosure information

- In order to answer your enquiries, we will sometimes have to liaise with other departments across (but within) the University, such as the Pathway College, your academic College (Taught Programmes Office/Research Office), Records, Funding, Finance, Student Living, etc).
- You will be asked for consent to share within Student Services/Student Wellbeing, this can be done via your [eVision account under the My Profile tab](#), “Update Consent Preferences” or when you Register. We may use the information you provide for the purpose of:
 - Helping us to identify the best staff member for you to speak to in relation to the support you require
 - Providing the identified staff member with your contact details (if you have provided them) and some useful background information that will enable them to understand the nature of your situation

- Coordinating support across Student Services/Student Wellbeing to ensure effective communication and implementation

If you have any queries about this Privacy Notice or how we use your personal information, please contact the Student Centre in the first instance (student.centre@brunel.ac.uk). If you do not receive a satisfactory answer, you can contact the Data Protection Officer (Mary Liddell) at data-protection@brunel.ac.uk or in writing to Brunel University London, Kingston Lane, Uxbridge, Middlesex UB8 3PH.

To request access to the personal data that we hold about you, you may contact our Data Protection Office by email: data-protection@brunel.ac.uk; or by post: Data Protection Office, Brunel University London, Kingston Lane, Uxbridge, UB8 3PH.

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under data protection legislation from the Information Commissioner's Office website available at: www.ico.org.uk.

To see more about how we protect your data see Brunel University London's data protection page at <https://www.brunel.ac.uk/about/administration/information-access/data-protection>