

Kings College London Student Union

Advice Service Privacy Statement

Introduction

King's College London Students' Union ("we", "our" or "us") promises to respect any personal information you share with us, or that we get from other organisations and keep it safe. We aim to be clear when we collect your information and not do anything you wouldn't reasonably expect. Please also see the KCLSU Privacy Statement for details of how organisation looks after your information generally. This Privacy Statement relates to KCLSU when you seek Advice from KCLSU and how we look after your information.

How do we collect information on you?

1. When you become a MEMBER

Each year that you enroll on a King's College London accredited course you automatically become a member of the King's College London Students' Union, unless you opt out. King's College London regularly shares a register of members with us which includes information about you and your course (Register of Members). When the University gives us this information we become responsible for it and will use this as our core central record of your membership. There is essential information which we need to help us to give you advice related to your issue such as faculty, department, year of study, mode of study, level of study and whether you're a home, EU or international student. We will look up this information from the Register of Members when you request KCLSU advice.

2. When you give it to us DIRECTLY

You may give us your information in order to get advice and support from our service. You give this information through completing our online form and or ongoing contact with you us about your case through email, telephone or face to face appointments. When you give us this information we take responsibility for looking after it and we will cross reference this data against our Register of Members.

How we use your Information

1. Essential Information

We need this information in order to give you the most accurate advice. This information together with the information which you give us about your issue will be stored securely on our electronic case management system and will assist us with providing you advice and assistance with your issue. If you have any questions about this please let us know.

Our legal basis for processing this information is that we believe we have a legitimate interest to process this information to provide you advice.

2. Other Information

We will ask for you to give additional information on your online form which will help us manage your case but is not essential information and you do not have to give us this information for us to give you advice. The General Data Protection Regulation classifies some of this as special data. We process this special data based on your consent which you can withdraw.

We will ask for consent from you to use this information. You give your consent by ticking the relevant box on our online form agreeing for us to process and store your information.

Your rights to your information

The new General Data Protection Regulation (GDPR) and relevant UK data protection legislation sets out rights you may have to your information. They are

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

You can read more about these rights on the ICO website [here](#).

How we'll store your information

We'll store the record of your case in a secure case management system, which is only accessed by us.

How we might share your personal information

We won't share your personal information without your permission, unless we're required to do so by law. Please see our Confidentiality Policy for further details. You can read more about the confidentiality of your information in our [advice service confidentiality policy](#).

Email security

At KCLSU Advice we do everything we can to protect your personal information when we have it - including your sensitive personal information. Unfortunately we can't guarantee its security when it leaves our secure system.

Our adviser caseworkers use secure work email addresses through Outlook. They will send any emails to your Kings email address. Where you request that emails be sent to a personal email address then that information moves out of our secure system. If you choose to do this you will need to check with your email provider as to the controls they have in place to protect your information.

How long do we keep your information?

We try and delete personal information as soon as it is not needed. Your information will be kept securely on our systems for a maximum of 7 years but may be deleted sooner if no longer required. We will keep essential information on your case for 6 years for legal and evidence purposes. This information will be stored on our secure case management system and in archived emails on our shared drive.

You have a right to object to us doing this and we will consider each case on an individual basis. Please contact advice@kclsu.org if you wish to do this.

Exercising your rights

To ask us to stop contacting you

If you no longer want to hear from the KCLSU advice team, that's fine. Just let us know on advice@kclsu.org.

To ask us for a copy of your information

If you want to access your information, please email advice@kclsu.org with a description of the information you want to see. To protect you from identity theft we will ask you to verify your identity. Instructions on how you can do this will be provided in the response you receive. We will provide you the information you request within 30 days of you verifying your identity.

To ask us to delete your information

We may be able to delete your information if we do not need it to for the purpose you supplied it for (e.g. if you contacted us for advice but did not end up receiving it). Also, if you've changed your mind about consent you've already given you can ask us to delete your information please email advice@kclsu.org with a description of the information you want to be deleted.

To protect you from identity theft we will ask you to verify your identity. Instructions on how you can do this will be provided in the auto-response you receive. We will delete the information you request within 30 days of you verifying your identity.

We will then contact you to confirm that we have deleted the information which you have requested us to delete.

In some cases the information which you have given as additional information on our online form may become essential to your case. For example if you tell us that you've been discriminated against due to your race, age, gender or sexuality, we will need to keep that information with your case and won't be able to delete it.

To ask us to correct your information

Where any of your information is incorrect, you have a right to tell us to correct it promptly. Please tell us as quickly as possible if you change your email address or other contact details. If your information is incomplete, you can ask us to correct this too. You can do this by emailing advice@kclsu.org

Complaints

If you're unhappy with how we record and use your information please contact us at advice@kclsu.org. You can also follow KCLSU complaints procedure at complaints@kclsu.org

However, if you believe we have not adequately resolved a matter, you have the right to complain to the Information Commissioner's Officer (the 'ICO'). You have a right, at any time, to complain to the ICO. As an independent UK authority, it upholds information rights in the public interest, promotes openness by public bodies and data privacy for individuals. You can visit their website at <https://ico.org.uk> or ask for details from data@kclsu.org.



Changes to this statement

We may change this Privacy Statement from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on our Website or by contacting you directly,