

Privacy Notice – Disability Services**January 2024**

The University is committed to looking after any information that you make available to us. We aim to be clear about what we will do with your data. This privacy notice explains when and why we collect personal information about you and how we will use this information including the ways we might share this with others. It also explains how we keep your information secure as well as the rights you have in relation to the information we hold about you. This privacy notice relates to the information held by our Disability Services. We have separate Privacy Notices for the other types of information we hold about you and you can find these on our website.

The headings below set out the main information we need to give to you. You can click on each heading to find out more detailed information.

The privacy notice will be regularly reviewed to make sure it contains the most up-to-date information. You should check our website to review a copy of our most recent privacy notice. If we make any significant changes to our privacy notice we will contact you to let you know.

If you have any questions about any of the information contained in this privacy notice then you can contact us on dataprotection@uws.ac.uk.

Who are we?

The University of the West of Scotland (referred to in this Privacy Notice as the “University”, “we”, “our” or “us”) is the Data Controller under the data protection legislation. This privacy Notice sets out how we process the personal data we collect about you (referred to in this Privacy Notice as “you” or “your”).

What type of information do we collect about you?

We will collect a variety of information about you. For example, we will retain a record of your contact with our service including notes on your appointments with us, emails between us, notes we take when we may speak to you on the telephone. We will also keep records of support offered and any appropriate assessments and reports relevant to your needs.

In some cases we may also hold sensitive personal information about you. Normally, this will relate to information about your health. If we are processing sensitive personal information about you then we will make sure that we will have in place additional safeguards when using that data and we will make sure this is only made available to those that need to know this.

What are the sources of the information we hold about you?

We may collect information about you in a number of ways. We collect information from you directly when you complete our Student Support Request form. We may also collect information about you from a third party if you have given us your consent to do this, for example from medical or health professionals that you have agreed for us to contact.

How will we use your information?

We will use the information we hold about you to make sure that you get the support you need to help you with your studies.

Why do we need to process your personal data?

We may process your personal data for a number of reasons. The University will process your information to enable it to meet its commitments to you under your student contract.

We will also process your information where there is a legal obligation for us to do so. For example, where there is a legal requirement for us to make reasonable adjustments for you under the Equality Act 2010 or where there is a legal obligation on us to provide your personal data to others, for example, to the Higher Education Statistics Agency.

In other cases we will only process your data because we have your consent to do so, for example, if we share your information with a family member because you have told us you want us to.

How long will we keep your information for?

We will only keep the information we hold about you for seven years and then it will be deleted from our systems or securely destroyed in line with the data protection legislation.

Who has access to your information and who will we share your information with?

The information you provide to us will be shared with the relevant University staff such as your personal tutors and your School disability contact. It will also be shared with staff responsible for timetabling to facilitate any reasonable adjustments that you require for lectures or exams.

In some cases it will be shared with external bodies but we will always let you know before doing this. For example, when you require an assessment which is carried out by a third party we will share your contact details when we make the referral so that they can arrange an appointment with you,

Where loan equipment is required as part of the support you need then your contact information such as address, phone number and email address is shared with a company called Concept Northern who provides us with loan equipment services.

We will also share your information with any placement providers to make sure you get the support you need if you are on placement as part of your programme of study.

In some cases this data sharing is optional and you will be given a choice about whether you want us to share your data at the time you provide us with the information. However, in some cases we will not offer you a choice because we have to share your information to ensure we can provide services to you or to make sure we can meet our legal or statutory obligations, such as when we share information with the Higher Education Statistics Agency.

We will always make sure that when we share information about you that we do this in line with the legislation and that we only share the minimum amount of information that is needed.

What choices do you have in relation to your information?

Under the legislation you have certain rights in relation to the information we hold about you:

- To obtain access to, and copies of personal data we hold about you;
- To require us to stop processing your personal data if the processing is causing you damage or distress;
- To require us to stop sending you marketing communications;
- To require us to correct any personal data we hold about you that is incorrect;
- To require us to erase your personal data;
- To require us to restrict our data processing activities;
- To withdraw your consent to our data processing activities (without affecting the lawfulness of our processing before you withdrew your consent);
- To receive the personal data that we hold about you, in a reasonable format specified by you, including for the purpose of you transmitting that personal data to another controller;
- To object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights.

Many of the rights above are not absolute so there may be times when you make a request to us and we are unable to meet it in full but if this is the case we will explain to you fully why we have not been able to do what you have asked. You should also be aware that where our processing of your information relies on your consent and you then decide to withdraw that consent then we may not be able to provide all or some aspects of our services to you.

More detailed information about the rights you have and how you can make a request can be found at <https://www.uws.ac.uk/about-uws/compliance/information-records-management/data-protection/>

How can you access and update your information?

We want to make sure that the information we hold about you is always accurate and up-to-date. We can only do this if you let us know about any changes to the information we hold about you. You can do this by emailing disabilityservice@uws.ac.uk. If the change you want to make relates to information held on our Banner system then you should update this using the self-service facility or by contacting hub@uws.ac.uk.

How will we keep your information safe?

All personal information we hold about you is held on secure servers. If we hold paper records about you then we make sure that staff are trained about how they should handle this information and make sure it is stored securely.

- **Firewall**
A firewall is a network security device that monitors incoming and outgoing network traffic and decides whether to allow or block specific traffic based on a defined set of security rules.

Rules are designed to provide a balance between strong security and allowing staff and students appropriate access to teach and study.

- Patch Management
Patch management is a strategy for managing security fixes or upgrades for software applications and technologies. A patch management plan helps the organisation handle these changes efficiently and in a controlled and fully tested manner. We patch our devices and systems as part of a 30 day rolling process. Critical security patches are installed as required.
- Access Control
Access control is a security technique that can be used to regulate who or what can view or use resources in a computing environment.

Access to files and folders and connections to computer networks is based on user credentials, login and password.

- Event/Network Monitoring
The UWS network is constantly monitored for anomalous behaviour which would be associated with cyber-attacks. Event monitoring tools help us to monitor details of activity on the network and allow us to highlight areas of concern for further investigation. Identifying anomalies quickly is vital to securing the confidentiality, integrity and availability of data on our network.
- Anti-Virus
Anti-Virus protection is installed on all endpoint devices and updated at least daily with the latest vendor updates.

Antivirus software is designed to prevent, detect and remove malware infections on individual computing devices, networks and IT systems.

Our antivirus software programs include real-time threat detection and protection to guard against potential vulnerabilities as they happen, as well as system scans that monitor device and system files looking for possible risks.

Does the University carry out any automated decision making using my information?

Automated decision making is when an organisation makes a decision about you without human intervention. For example, for the assessment of eligibility for financial assistance. The University does not carry out any automated decision making based on the information you provide to us.

Will we transfer your information outside of the EEA?

Some of the personal data we hold about you may be transferred to, and stored at, a destination outside the European Economic Area. The most likely time that this will happen is if you are studying with one of our international partners or if you have made your application to us via one of our approved recruitment agents. If we are transferring your data outside of the EEA we will make sure we make you aware of this at the time we are collecting the information from you.

If we do this we will make sure we only transfer the information if there are appropriate safeguards in place.

Who is the University's Data Protection Officer?

The Head of Legal Services is the UWS Data Protection Officer. If you have any concerns about how we handle your personal data then you can contact the Data Protection Officer directly by e-mail dataprotection@uws.ac.uk or by post at Data Protection Officer, University of the West of Scotland, Legal Services, High Street, Paisley, PA1 2BE

How can I complain about your use of my information?

If you remain unhappy then you have a right to complain to the Information Commissioners Office:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

[e-mail: casework@ico.org.uk](mailto:casework@ico.org.uk) and telephone 0303 123 1113