

Student Regulations Privacy Notice

This Privacy Notice details how the University handles your personal data in relation to:

the [student-facing regulations and procedures](#) which include:

- Extenuating Circumstances
- Academic Integrity
- Disciplinary
- Academic Appeals
- Support to Study
- Fitness to practise
- Complaints
- Managed Exclusion Orders

The University of Surrey is registered as a data controller with the Information Commissioner's Office (notification number is Z6346945) and is committed to ensuring that the personal data which is processed is handled in accordance with data protection legislation. The University Data Protection Officer can be contacted via dataprotection@surrey.ac.uk. Further information is available on the University website [here](#).

What information do we collect from you?

The University holds and processes personal data about current and former staff, current and former students and third parties. This could include personal sensitive information (for example, relating to health matters).

The personal data held about you consists of your contact details, name, student number, photo images, health information, academic records and any other information relevant to the processing of your specific case under the student facing regulations. Only the data required to fairly and thoroughly process your case is collected and the data collected is kept up to date whilst your case remains open.

The University may receive this data:

- directly from you when you make a submission under the student facing regulations, such as an academic appeal
- from other Departments within the University when your case is processed or initiated. A list of the main Departments consulted is provided below:
 - Student Services and Academic Registry
 - Library and Learning Centre (including records held by Disability and Neurodiversity)
 - Accommodation Services, the Residential Life Team

- Academic staff (including Personal Tutors, Supervisors, Programme Leaders, etc.)
- Campus Safety Services
- Records held by Faculties and/or the Doctoral College
- IT Services
- The Vice-Chancellor's Office
- Recruitment and Admissions

The University may also collect information relating to you from:

- Other internal sources, such as SurreyLearn
- Publicly available sources, such as social media
- Other organisations concerned with your health and wellbeing
- Organisations providing placements

The list above is not exhaustive. If you require any further detail you should contact the Office of Student Complaints, Appeals and Regulation (OSCAR) in the first instance: oscar@surrey.ac.uk.

Why does the University collect this information?

The University processes and shares personal data and special category data in the substantial public interest and only where it is necessary to enable the University to fulfil its duties of care to the student, other students, or to safeguard third parties.

What does the University do with your information?

The University reviews and collates information that you have provided to the University in order to process your case. Information about you from other University Departments, publicly available sources and other organisations is only collated when it is relevant to the processing of your case.

Information collated in relation to your case may be shared in order to initiate other student-facing regulations, for example the [Regulations for support to study](#).

How long does the University keep your information?

Your personal data is kept in accordance with the University's retention schedules. This means that data collected and stored as part of the student facing processes is kept for 15 months after the date that you are no longer a registered student at the University or 15 months after the case is closed (whichever is the latter). The information is then destroyed.

Who does the University share your information with?

It may be necessary to share your personal data with the following University Departments in order to process your case:

- Accommodation Services, the Residential Life team
- Academic staff (including Personal Tutors, Supervisors, Programme Leaders, etc.)
- Academic Quality Services (AQS)

- Doctoral College and/or Faculty
- IT Services
- Library and Learning Centre (including Disability and Neurodiversity)
- Office of Student Complaints, Appeals and Regulation (OSCAR)
- Recruitment and Admissions
- Secretariat and Legal Department
- Academic Registry
- Student Success team
- The Vice-Chancellor's Office

It may also be necessary to share your personal data with the University of Surrey Students' Union in order to process your case. You should contact the [USSU](#) directly for a copy of their Privacy Notice.

As part of routine authenticity checks the University may also share copies of documentation that you have provided with the authors. This is conducted in order to verify that the documentation is genuine.

The list above is not exhaustive. If you require any further detail you should contact the Office of Student Complaints, Appeals and Regulation (OSCAR) in the first instance: oscar@surrey.ac.uk.

Personal data that you have provided about third parties

By submitting personal data about third parties you are confirming that the third party is aware and understands why their personal data has been provided to the University and how it will be processed.

What rights do you have in relation to the way the University processes your data?

You can find detailed information about your rights as a data subject on the University's [webpage](#).

You have the right to ask the University to confirm that your personal data is being processed and to access (i.e. have a copy) that data as well as to be provided with supplementary information about the processing taking place.

Where the data held on you is inaccurate, you may request that the University rectifies these inaccuracies.

You have the right to have your data erased by the University, although in certain circumstances the University may not be able to do this. The circumstances where this applies can be found in the data subject rights information on the University's webpage.

Where you have initiated a process under the student-facing regulations e.g. by submitting an academic appeal or formal complaint, you can withdraw your consent to process your case and the University will destroy information collated in relation to your case 15 months after the date that you are no longer a registered student at the University or 15 months after the appeal is closed (whichever is the latter). The University will keep the aggregate data which does not identify you within our datasets.

You have the right to object to the way the University is processing your data. To exercise this right, please contact dataprotection@surrey.ac.uk