



DISABILITY SERVICE

Disability Service Privacy Notice

This privacy notice explains how the Disability Service will use your personal information if you use their services and explains your rights in law. It is important that you read this notice before giving us your information.

Your personal data

The University of Glasgow is known as the 'Data Controller' of your personal data processed in relation to services provided by the Disability Service (DS).

How do we collect your personal data?

We will obtain personal data about you from the following sources:

- From information provided when you register with the University
- From information provided when you register with DS
- From information provided by University staff (for example: Advisors of Study, Student Support Officers, Disability Coordinators)
- From third party sources (for example: UCAS, funding bodies such as SAAS or SFE, placement providers, medical professionals, parents, friends); in this instance, we will endeavour to ensure that the third party has lawful authority to provide us with your personal data

It is useful to have this information as soon as possible. This allows us to support you from the point you are made an offer onwards. For some students, this may include inviting you to register with DS before you start your studies, so that appropriate support can be in place as soon as possible.

What types of data do we collect?

We will collect the following types of personal data about you:

- Your name, date of birth and University of Glasgow ID number
- Contact details, including your University and personal e-mail addresses and telephone number
- Information about your course of study
- Information about your funding body

And the following types of special category data:

- Information about how you are disabled, including information about support you received previously
- Medical or documentary evidence about how you are disabled, including information about any long-term health or mental health condition, sensory or mobility impairment, or learning difference

We will only collect data that we need, to provide and oversee our service(s) to you.

Legal basis for processing your data

We must have a legal basis for processing all personal data. In this instance, there are several legal bases under which DS use your data.

Your personal data is processed under the following legal bases:

1. Legal obligation – for us to meet our legal obligations regarding providing reasonable adjustments under the Equality Act (2010) – where we are legally obliged to disclose information disclosed to us for example under the Terrorism Act (2000), the Drug Trafficking Act (1986), the Road Traffic Act (2000), and where we receive a court order
2. Vital Interests – where staff believe that you or a third party is at serious risk; if the risk is believed to be sufficiently serious, the member of staff may share your information directly, irrespective of your consent

We process your special category data under the following legal basis:

3. Substantial public interest based on Union or Member State law – under the Equality Act (2010) we will provide disability support and ensure reasonable adjustments are made to teaching and assessment processes so that you can participate fully in your studies; this also covers academic support provided by Specialist Mentors.

What we do with it and who we share it with?

The personal data you submit is processed by staff at the University of Glasgow in the United Kingdom. Data is shared within the University with:

- Staff within your academic subject area, including your Adviser of Studies, Disability Coordinators and programme administrators, to advise them of your support requirements; this information is held in a 'Disability Report', which is hosted on MyCampus
- University residences staff – if you are staying in University accommodation and we identify in your Needs Assessment that accommodation support may be required; only information relevant to accommodation will be shared
- Counselling and Psychological Services (CAPS) – where you are being supported by both DS and CAPS, we may need to share necessary information between the two services to provide coordinated support
- Library staff – where you need support to use library facilities, we may share necessary information about your support needs with library staff involved in delivering your support
- Assistive Technology Tutors – if we recommend that you attend an IT evaluation or training on the use of assistive technologies, we will provide details of the recommendation in advance of your appointment so that we can tailor the session to your needs

Note that where someone else refers you to DS (for example, your Adviser of Studies), we may share necessary personal information with the referrer to ensure we are providing the best co-ordinated support. In addition, we may share data with third parties for the following reasons:

- Your funding body – if we determine from your Needs Assessment that additional Disabled Students' Allowance (DSA) funding is required
- If your Needs Assessment states that you need specialist equipment for your studies (that the University cannot readily provide), your contact details and address (if equipment is to be

delivered), funding body and funding body reference number will be shared with our IT supplier, Concept Northern

- If you require further assessment to gain evidence of a learning difference (such as dyslexia), we will share your contact details and any preliminary online screening results or previous diagnostic assessments with an Educational Psychologist
- If your Needs Assessment recommends non-medical personal help (NMPH) support, we will share information with the providers of this NMPH support. The providers can be either internal or external to the University, for example Clear Links and the National Autistic Society.
- We will only discuss the support you receive from DS with your parents, spouse, carer, GP or other healthcare practitioner if we have your permission, unless we have a legal obligation to disclose information (see legal basis section above)

Note that your data may form part of anonymous data collection and retention for statistical purposes, used to track and report student presentations and service use, to ensure the efficient use of resources, and evaluate the impact and performance of our service provision. Any data included in reports for the Scottish Funding Council, the Scottish Government, Local Authorities, or other funders, to help us understand the success and determine the effectiveness of our work, will only be done so anonymously and as part of a total amount, so you will never be identifiable.

IT systems

Case-notes, forms and letters, emails, email attachments, are stored securely within the Target Connect case management system. All data is held on servers in the UK and will only be accessed by authorised persons of the University of Glasgow or GTI Media.

The other systems used to process your data (MyCampus) are part of the University's corporately supported IT architecture and are protected by the University's security measures.

How long do we keep it for?

Your data will be retained by Disability Service for six years after (whichever is sooner):

- Your last contact with the service; or
- Termination of your studies (for example on graduation or withdrawal)

After this time, your data will be securely deleted, and files will be destroyed.

What are your rights?*

You can request access to the information we process about you at any time. If at any point you believe the information we process relating to you is incorrect, you can request to see this information and may in some instances request to have it restricted, corrected or, erased. You may also have the right to object to the processing of data and the right to data portability.

If you wish to exercise any of these rights, please submit your request via the webform or contact dp@gla.ac.uk.

*Please note that the ability to exercise these rights will vary and depend on the legal basis on which the processing is carried out.

Complaints

If you wish to raise a complaint on how we have handled your personal data, you can contact the University Data Protection Officer who will investigate the matter. Our Data Protection Officer can be

contacted at dataprotectionofficer@glasgow.ac.uk If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO).