

Oxford Brookes University Privacy Notice

Student Personal Data and ServiceNow Case Management System

Oxford Brookes University (Oxford Brookes) will be the Data Controller of any Personal Data that you supply. This means that Oxford Brookes will make the decisions on how your data is used and for what reasons.

The purpose of this privacy notice is to:

- be transparent about the information we collect and store about you and its use
- comply with our obligations under UK data protection and privacy law

The University publishes additional privacy notices applicable to other groups, facilities and activities. Subject to your circumstances, other notices may also apply to you so please read this privacy notice in conjunction with [other applicable privacy notices](#) that may be accessed via the University website.

Why do we need your data?

The majority of the personal data we hold about you is directly related to the administration of your studies with the University. We need your data in order to provide you with the best advice and support in the most effective and efficient manner.

Any information you voluntarily share with a Faculty Student Support Coordinator (through any mode, i.e. email, online, telephone, contact form or face to face) will be processed and stored in order to determine and provide appropriate support. This information will be held within a case management system (ServiceNow). This may include sharing it with another Oxford Brookes support team.

Brookes legal basis for collecting and/or using this Personal Data (information) which is your name or information which identifies you is:

- **Consent:** you have given Oxford Brookes clear consent to hold your personal data in order to provide support services to you.
- **Contract:** the personal information Oxford Brookes processes is necessary to meet its commitments to you under your student contract with a view to enhancing the student experience and student outcomes.
- **Legitimate interests:** Oxford Brookes has a right to pursue its own organisational interests and can process your personal data in pursuit of these providing it does not override your fundamental right to privacy.
- **Vital interest:** of you or another person. Under extreme circumstances we share your personal data with third parties to protect your interests or those of another person, for

example providing medical or emergency contact information to emergency services personnel.

If you are sharing sensitive data (Special Category) such as: racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, data concerning health or sexual life, genetic/biometric data or criminal record, it is lawful for this data to be processed because one of the following processing grounds (exemptions) applies:

- You consent to share this information.
- Oxford Brookes needs to use this data to protect you or others from the risk of harm where consent can't be given.
- Oxford Brookes needs to use this data to assess, diagnose, administrate and offer services for academic and wellbeing services.

What types of personal data will Oxford Brookes University use?

Other than to offer you support services, Oxford Brookes may use pseudonymised data in order to produce reports. Any processing of personal data will be managed in such a manner that the personal data can no longer be attributed to an identified or identifiable natural person.

Whom will Oxford Brookes share your data with or transfer your data to?

Oxford Brookes will not share your personal data with any third party other than [ServiceNow](#) who supply the ServiceNow cloud based case management solution and store data on behalf of Oxford Brookes. Please refer to the [ServiceNow Privacy Statement](#).

Will your data be shared, transferred or stored outside the UK?

Yes. Data may be shared with ServiceNow subsidiaries and affiliates (including those located outside the UK, the European Economic Area and Switzerland) as necessary to support provision of the Service. Data may be stored and processed in: (i) any country where ServiceNow has facilities, and (ii) any country in which they engage service providers (globally).

What rights can you have regarding your personal data which Oxford Brookes holds?

- You have the right to be informed
- You have the right of access to your data
- You have the right to correct data if it is wrong
- You have the right to ask for your data to be deleted
- You have the right to restrict use of the data we hold
- You have the right to data portability
- the right to object to Oxford Brookes using your data
- You have rights in relation to using your data automated decision making and profiling.

Your rights will depend on the legal ground used to process your data

What was the source of your data?

Your data is provided voluntarily by you when you contact a Student Support Coordinator.

Are there any consequences if you refuse this processing?

Yes, in many cases we will not be able to meet our commitments to you if we do not collect and store your personal data.

Will there be any automated decision making using my data?

No.

How long will Oxford Brookes keep your data?

Oxford Brookes will keep your data for as long as is necessary or in line with the Oxford Brookes Retention Schedule (whichever is the shorter period).

Whom can you contact if you have concerns?

You can contact: the Information Security Management Team via info.sec@brookes.ac.uk if you have a concern about Data Protection matters or if you want to exercise your rights under Data Protection or Freedom of Information law; Oxford Brookes' Data Protection Officer via BrookesDPO@brookes.ac.uk who ensures that Data Protection provisions are applied lawfully in Oxford Brookes; the information Commissioner via the website ICO.org.uk who is the national regulator for Data Protection or Freedom of Information matters.