

EST 1892

LSBU

Student and Alumni Privacy Notice

Notice last reviewed	December 2024
Approved by	Chief People and Legal Officer
Published on	LSBU website, Under About Us, Policies and Procedures tab. For latest version, go to: https://www.lsbu.ac.uk/about-us/policies-regulations-procedures

This Notice is available in accessible formats on request from the Data Protection team. Please contact: dpa@lsbu.ac.uk

1. Purpose of this Notice

London South Bank University (LSBU, We, our, us) is registered as a data controller with the Information Commissioner's Office, our data controller registration is Z6533032 and our registration can be viewed at <https://ico.org.uk/about-the-ico/what-we-do/register-of-datacontrollers/>

This Privacy Notice explains how we will process your personal data whilst you are a student at LSBU. The notice covers both data we collect directly from you and data provided to us by third parties. During the course of your studies you may be presented with separate Privacy Notices in relation to specific services or activities LSBU provides. These should be read in conjunction with this document.

Amendments may be made to this Privacy Notice. However, the current version of this Privacy Notice can always be found at https://www.lsbu.ac.uk/_data/assets/pdf_file/0008/95642/data-protection-notice.pdf.

Details of how the University complies with Data Protection Law; UK General Data Protection Regulation ('UK GDPR') (as implemented by the Data Protection Act 2018), and the EU General Data Protection Regulation 2016/679, and any other law, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding restriction (as amended, consolidated or re-enacted from time to time) which relates to the protection of individuals with regards to the Processing of Personal Data to which a Party is subject are set out in the Data Protection Policy which is available at https://www.lsbu.ac.uk/_data/assets/pdf_file/0004/11686/university-data-protectionpolicy.pdf.

"Personal data" refers to information relating to you, for example your name, date of birth or email address. It can also include "special category" data, which includes information about your racial or ethnic origin, religious or other beliefs, and physical or mental health, the processing of which is subject to strict requirements.

"Processing" means any operation which we carry out on your personal data e.g. obtaining, storing, transferring, deleting.

2. Your personal data

We hold a range of personal data about you, some of which you provide to us directly and some of which we receive from third parties, such as UCAS or the Student Loans Company **See below for further details of personal data we receive from third parties.**

Categories of personal data we may hold for you include:

- Personal and contact details and preferences such as name, date of birth, email
- Prior educational experience/attainment (including at LSBU), information about your previous work experience and career aspirations.
- Immigration information (e.g. passport details, language proficiency)
- Evidence of your identity such as National Insurance number, passport details, proof of address
- Health information (including any disabilities) and other equality-monitoring data you provide to us.
- Criminal convictions information and other background checks such as DBS where relevant to your chosen course. Please see our [Criminal Convictions Data policy](#) for further details.
- Data about your academic performance, attendance and progression, and where relevant, breaches of our policies (e.g., academic or other misconduct concerning LSBU-related activities).
- Records generated through your use of LSBU services, such as Student Accommodation or our Wellbeing Team.
- Financial information such as fees, payments, funding and sponsor details.

3. Purpose and legal basis for processing your data

Once you take up a place at the University, we process your personal data for the purposes of providing our academic programmes and related services. Data Protection Law requires us to have a justification to support each instance in which we process your personal data, which is called our Legal basis for processing. The table below details the main purposes for processing personal data undertaken by LSBU and the supporting Legal Bases.

For the majority of processing activities the legal basis is performance of a contract, which also extends to activities undertaken prior to joining LSBU as these checks are a prerequisite for enrolment. Without that information, we would be unable to provide you with your chosen academic programme and related support services. Some personal data is also required to fulfil our legal obligations regarding immigration. A failure to provide that information would prejudice your application for a Visa-sponsored place.

To facilitate your studies student's personal data is accessible to staff within the school of study and to some non-academic staff members, such as our Wellbeing and Registry teams. This principle applies to all students, including any member of staff who enrolls on a course at LSBU.

No.	Purpose	Legal basis
1.	Assessing eligibility to undertake our academic programmes.	Performance of a contract
2.	Provision of academic programmes and related services (including IT and library services).	Performance of a contract
3.	Identifying students and assisting them in trying to succeed in their learning via the dashboard system.	Performance of a contract Legitimate interest in assisting our students to succeed in their studies.
4.	Assessment of academic progress and performance (including attendance), and where necessary providing support. Assessments may include recording of video footage where appropriate.	Performance of a contract
5.	Financial Administration (including provision of loans and bursaries).	Performance of a contract
6.	Administration of extenuating circumstances, complaints, academic appeals, interruption and withdrawal, fitness to study and fitness to practice procedures.	Performance of a contract
7.	Immigration matters.	Legal Requirement for Visa-Sponsored students Public Interest

No.	Purpose	Legal basis
8.	Making reasonable adjustments for disabilities and providing relevant support to students with ill health and providing wellbeing support. This includes processing special category information.	Performance of a contract Vital Interests Explicit Consent
9.	Employability Support.	Performance of a contract Legitimate interest in assisting our students and alumni to progress in their careers.
10.	Regulating LSBU's community, protecting our property and assets (including dealing with misconduct under our procedures for academic and other misconduct including disciplinary procedures).	Performance of a contract Legitimate interest in maintaining academic standards and the good order of the University community, property and assets.
11.	Obtaining payment of fees.	Performance of a contract
12.	Providing appropriate I.T. and other infrastructure facilities e.g. a virtual learning environment.	Performance of a contract
13.	Communicating with students.	Performance of a contract for information lead communications Legitimate Interest for other communications
14.	Management of Halls of Residence.	Performance of a contract.

15.	Assisting students to obtain residential accommodation/housing.	Consent
16.	Assisting law enforcement agencies, local authorities, government agencies. Complying with electoral registration requirements for students in halls of residence.	Legal obligation Public Task
17.	Contacting and Engaging with Alumni	Legitimate Interests
18.	Monitoring the effectiveness of LSBU's equality and diversity policy.	Public interest Substantial public interest in identifying and keeping under review the existence or absence of equality of opportunity or treatment and enabling such equality to be promoted and maintained (Paragraph 8 of Schedule 1 of the Data Protection Act 2018).
19.	Providing reporting data to regulators, funding bodies and government agencies.	Legal obligation Public Interest

4. Personal data received from third parties

No.	Data	Possible Source
1.	Contact details and attainment.	UCAS, UKPASS, call agents.
2.	Your immigration status.	Home Office (UKVI).
3.	Transcripts - details of programmes undertaken or being undertaken at another institution; attainment.	Another institution and/or secondary/high schools.

4.	Medical, mental health, accessibility-related and similar information. This is special category personal data. We only obtain this information from third parties if you give us consent to do so or if it's a matter of life and death.	Another institution, medical practitioners and/or family members.
5.	Your financial status.	Student Loans Company.
6.	Details of any University-associated complaint.	Office of the Independent Adjudicator (OIA), Competition and Markets Authority, the Office for Students (or any other relevant regulator, including the NMC and HCPC).
7.	Information required to assess eligibility for courses i.e. from employers or sponsors.	Employers or sponsors.
8.	Details as to how you are performing in your apprenticeship or employer sponsored job.	Your employer if you are an apprentice.
9.	Details as to how you are performing on placement.	Your placement provider.
10.	Details of performance at a partner institution including attendance and disciplinary issues.	International study abroad or exchange programme partner or collaboration partner.
11.	Information regarding any compliance issues such as criminal records	Disclosure and Barring Service (DBS)

5. Recipients of personal data

Your personal data may be disclosed to other organisations as required by law, for crime prevention, investigation or detection purposes or in order to protect your vital interests. In addition LSBU may share your data with third parties as detailed below.

No.	Recipients	Data which we may share with them
1.	South Bank University Enterprises Ltd (which is a wholly owned subsidiary of LSBU)	Contact details, Course information where students and graduates are interested in entrepreneurship activities and relevant employability activities.
2.	South Bank Colleges (SBC) and South Bank Academies (SBA) (Both subsidiaries of LSBU)	Contact details, course information, academic performance. For students that are interested in moving between SBC/SBA and LSBU or are studying across more than one of these organisations.
3.	The Students' Union.	Contact details, addresses, demographic information, course details. The Student's Union often assist us in contacting our students at key times. In order to facilitate this in some instances we may share additional data, such as re-sit schedules and fee status.
4.	Placement providers.	Your CV as well as any accessibility and assistance requirements and related information.
5.	Co-curricular and/or extra-curricular excursion providers.	Names/contact details for tickets and bookings. Accessibility and assistance requirements and related information.
6.	Your employer if you are an apprentice.	Details as to how you are performing in the academic part of your apprenticeship. This could include attendance, assessment grades, any concerns such as academic misconduct and any other relevant information.
7.	Your employer or sponsor if you are a sponsored student.	Details as to how you are performing and attendance in your course. This could include attendance, assessment grades, any concerns such as academic misconduct and any other relevant information.

No.	Recipients	Data which we may share with them
8.	External examiners.	Identification details and exam papers.
9.	<p>LSBU's Data processors</p> <p>For example Turnitin, Moodle, Salesforce etc. We use the services of third-party service providers to help us run LSBU, particularly in relation to our IT systems. Some of these services involve the service provider holding and using your personal data. When we share your information in this way, the service provider is required to keep it secure.</p>	Identification details and assessment papers in order to detect plagiarism. Contact details, IP address, Student ID, academic record, attendance, DDS information for any adjustments.
10.	Education and Skills Funding Agency if you are an apprentice.	Student details including course and employer information and academic progression.
11.	End point assessor if you are an apprentice.	Identification details and assessment details.
12.	UK Home Office (UKVI), Sponsoring Embassies, Border Agencies.	Passport details; contact details; programme details including attendance/performance, placement details and work experience; fees and housing details.
13.	<p>External debt collection agencies or other third parties who may assist in recovery of unpaid debt, where the University's own recovery attempts have proven unsuccessful. This may include agencies in your home country if you are an international student.</p>	Contact details and details of debt.
14.	Housing providers	Student details and passport details.
15.	Local Authority (including the Electorate Office for residents in halls of residence).	Contact details, basic demographic and domicile information, and course details where there's a legal basis (e.g., maintaining electoral registers, council tax calculation).
16.	Student Loans Company.	Contact details and course details including progression.

No.	Recipients	Data which we may share with them
17.	University's insurers and internal and external auditors, Health and Safety Executive in respect of accidents or incidents connected with the institution.	Student details and details in relation to any incident.
18.	Scholarship schemes, Research Partners and International Representatives	Contact details, progression and performance information.
19.	Wellbeing Providers	When receiving student support, data may be shared with external agencies, for example for medical or counselling support. Students will be asked for consent to share any data with an external agency if the purpose is to secure non-urgent but specialist student support
20.	Regulatory bodies, including when you are on a Professional Programme. E.g., NMC, OIA	Contact details, attendance and progression information and potentially details about your student matters, including complaints, appeals, misconduct (including student disciplinary or fitness to practice issues) and/or fitness to study.
21.	Accrediting/certifying bodies for professional programmes.	Contact details, course and award details.
22.	Police, Social Workers, Government agencies e.g., HMRC, Local Authorities	Contact details and potentially other information if requested, where there is a legal basis.
23.	International recruitment agents, if one was involved in your application to LSBU.	Enrolment status, financial standing and any fees owed.

24.	London Borough of Southwark or other members of the Channel Panel, a programme which provides support to individuals who are at risk of being drawn into terrorism as defined in Part 5, Chapter 2 of the Counter Terrorism and Security Act 2015.	Contact details and other information that the University could be required to supply in order to comply with the Counter Terrorism and Security Act 2015.
-----	--	--

25.	Potential employers or other universities requesting a reference or confirmation of qualifications.	Attendance, progression and performance details including disciplinary or academic misconduct issues or breaches of the University's regulations.
26.	Close family, next of kin and emergency services where there is an emergency situation such as illness or serious injury.	Personal data including potentially special category data if necessary.
27.	Trusted Contact, if you have nominated one.	Any information relevant to our concerns. Please see the Trusted Contact Guidance for further details.
28.	Other UK based and international educational institutions which the University partners or collaborates with to deliver placements, study abroad programmes, dual awards, franchised or validated awards or any articulation or progression agreement.	Contact details, attendance, progression and performance details and details of any disciplinary or academic misconduct issues or breaches of the University's regulations.
29.	Research and Surveys, for analysis of student data or to carry out statutory functions. Surveys may be requested by the Office for Students, and Government Departments such as the Department for Education. ; Education and Skills Funding Agency (ESFA); and UK Research and Innovation (UKRI). Data regarding student characteristics is regularly shared with Higher Education Statistics Agency ("HESA"); Please review their Privacy Notice for further details	Personal details, progression and performance details, details of the Destination of Leavers' Survey. These organisations often use independent market research agencies such as Ipsos MORI, to send surveys on their behalf. Ipsos MORI do not disclose information to anyone else and destroy it as soon as it is no longer required for the purpose of administering the survey

6. Overseas transfers of personal data (i.e. outside the UK or European Economic Area (EEA))

Where possible, we aim to hold personal data relating to students within the UK and the EEA. Where any of your personal data is transferred outside the EEA it will be subject to a legally binding data sharing agreement and we will ensure appropriate safeguards are in place.

7. Retention of data

The length of time that we keep your personal data for is set out in the Student Records Retention Schedule, which is available under the Records Management section of our [Publication Scheme](#).

8. Your rights as a data subject

The UK GDPR gives you certain rights:

1. The right to be informed – we will inform you if we are using or storing your personal information.
2. The right of access – you can ask us for a copy of your personal information by making a subject access request.
3. The right to rectification – if you think the personal information we hold about you is not right you can ask us to correct it.
4. The right to erasure – you can ask us to delete your information and, if we are able to, we will do so.
5. The right to restrict processing – you may want to stop us from using your information for some purposes.
6. The right to information portability – as well as being able to ask for a copy of your information you can ask for it to be in a format that makes it accessible if you wish to share it with others.
7. The right to object – If you are concerned about how we are using your information tell us.
8. Rights in relation to automated decision making and profiling – if you think that we have made a decision about you automatically (by, for example a machine or computer) you can ask for the decision to be reviewed by a living person.

These rights are not absolute. Whilst you can ask for certain things to happen, there may be reasons why we cannot comply. For example, we may have to keep information that you would like deleted for legal purposes. Your rights are also included in our privacy notices but for more detailed information please refer to the Information Commissioners Office.

Exercising your rights, queries and complaints

For more information on your rights, if you wish to exercise any right or for any queries you may have or if you wish to make a complaint, please contact our Data Protection Officer:

Email address: dpa@lsbu.ac.uk

Complaints to the Information Commissioner

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint on the ICO's website <https://ico.org.uk/>.