

UHI | INVERNESS

PRIVACY NOTICE – HOW WE USE YOUR INFORMATION

UHI Inverness is committed to ensuring that the processing of personal data is only undertaken in the legitimate operation of the college's business. The college collects and uses information (data) about students and stores it following the UK Data Protection Act 2018 and the UK General Data Protection Regulation. UHI Inverness is a partner of the University of the Highlands and Islands (UHI).

Purpose

Your personal data is processed by the Wellbeing Team so we are able to contact you. We record some background information to understand the type of support you may require. This helps us to prepare for meetings with you. It is essential for us to keep details about you and your sessions with us.

Anonymised statistical data is used for management and quality assurance purposes. We process the contact details of the medical practice at which you are registered to enable us to communicate with your doctor in case of emergency. We may also write to your doctor at your request.

Legal Basis

The legal basis for processing your data falls within Article 6 (1) (b) of the UK General data Protection Regulation (GDPR) "processing is necessary for the performance of a contract to which you, the data subject is party or in order to take steps at your request prior to entering into a contract". We ask you to sign a contract with us to agree to the terms of our service.

If you don't want us to keep notes about you, we will only be able to offer you one session. This is because our professional requirements make it essential for us to keep confidential notes on clients.

How The Data is Processed

Your personal information is stored securely within a password protected database on the university network. The following data is processed: name, unique code, date of birth, course details, GP details and number of sessions attended. Access to the database is restricted to the Wellbeing Team.

We also keep confidential case notes documenting the appointments of everyone who uses the service. Case notes may record background information and key issues covered during each session. These will vary in length and detail. Points of concern are also noted. All service users are allocated a unique counselling code which is recorded on your case notes instead of using your name.

We take your privacy very seriously and make every effort to ensure electronic communications and online meetings are secure. We do not record online sessions.

Your data will be held for 3 years in line with the legal requirement for the retention of mental health records.

To exercise your information rights please contact:

Data Controller, UHI Inverness, 1 Inverness Campus, Inverness IV2 5NA Tel: 01463 27300 Email: data.controller.ic@uhi.ac.uk

Rights of data subjects

- The right to access your personal data
- The right to rectification if the personal data we hold about you is incorrect
- The right to restrict processing of your personal data

The following rights apply only in certain circumstances:

- The right to withdraw consent at any time if consent is our lawful basis for processing your data
- The right to object to our processing of your personal data
- The right to request erasure (deletion) of your personal data
- The right to data portability

If you wish to exercise your information rights or have concerns about the way your data is being processed, you can write to the local Data Controller (see foot of page).

If you are not satisfied with our response, you may raise a complaint via the Information Commissioner's Office (ICO) <https://ico.org.uk> The ICO is the UK's independent body set up to uphold information rights.

To exercise your information rights please contact:

Data Controller, UHI Inverness, 1 Inverness Campus, Inverness IV2 5NA Tel: 01463 27300 Email: data.controller.ic@uhi.ac.uk