

Privacy Notice for UWE Wellbeing Service

Purpose of the Privacy Notice

This privacy notice explains how the University of the West of England, Bristol (UWE Bristol) collects, manages, and uses your personal data for the purpose of providing you with counselling and mental health support. 'Personal data' means any information relating to an identified or identifiable natural person (the data subject).

This privacy notice adheres to the General Data Protection Regulation (GDPR) principle of transparency. This means it gives information about:

- How and why your data will be used;
- What your rights are under GDPR; and
- How to contact UWE Bristol in relation to questions, concerns or exercising your rights regarding the use of your personal data.

Why are we processing your personal data?

We will only use your personal data for the purposes of:

- Creating a record to store your data,
- Providing you with counselling and mental health support,
- Responding to any complaints you make about our services,
- Monitoring, evaluating, auditing, and developing our services.

As a data controller we are committed to protecting the privacy and security of your personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (or any successor legislation) and any other legislation directly relating to privacy laws that apply (together "the Data Protection Legislation"). General information on Data Protection law is available from the Information Commissioner's Office (<https://ico.org.uk/>).

How do we use your personal data?

We will only process your personal data when the law allows us to. In addition, we will always comply with UWE Bristol's policies and procedures in processing your personal data. Our lawful basis for using your personal data for these services are detailed within the overarching student privacy notice, which can be found on the following page: [Student Privacy Notice - Privacy notices | UWE Bristol](#).

Specially for the wellbeing services, we will use your telephone number to contact you by text message under the basis of consent. Should you wish to withdraw consent you can do so by contacting wellbeing@uwe.ac.uk

You can find out more information about lawful bases at the following webpage:

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/>

We will always tell you about the information we wish to collect from you and how we will use it. We will not use your personal data for automated decision making about you or for profiling purposes.

What data do we collect?

- Personal demographic details,
- Correspondence related to appointments,
- A summary of counselling and mental health appointments,
- Responses to health questionnaires,
- Responses to feedback survey.

Who do we share your data with?

We will only share relevant items of your information where it is necessary to fulfil the purposes listed above. We will aim to do this with your consent and in discussion with you first. Sharing will also follow professional ethical guidelines. Recipients of your personal data may include:

- Academic and professional services staff (for example Disability Advisers)
- Your Programme Leader, for example if your programme requires placement or work experience activities and you have a condition that impacts your practice,
- Your doctor or relevant NHS services,
- In the event of an emergency, your emergency contact.

We will not share your personal data with third parties (e.g. law enforcement agencies) without your consent unless legally required or permitted to do so. Anonymised data is shared with third party organisations, who are based within the UK/European Economic Area.

How do we keep your data secure?

We take a robust approach to protecting your information with secure electronic and physical storage areas for data with controlled access. Access to your personal data is strictly controlled on a need-to-know basis and data is stored and transmitted securely using methods such as encryption and access controls for physical records where appropriate.

Alongside these technical measures there are comprehensive and effective policies and processes in place to ensure that those who process your personal information are aware of their obligations and responsibilities for the data they have access to.

By default, people are only granted access to the information they require to perform their duties. Mandatory data protection and information security training is provided to staff and expert advice available if needed.

How long do we keep your data for?

We will only retain your personal data for as long as we need it to carry out the purposes in this notice.

Please see our University Records Management Policy and Records Retention Schedules for more detailed information. These are available by contacting our Data Protection Office at dataprotection@uwe.ac.uk

Your Rights and how to exercise them

Under the Data Protection legislation, you have the following qualified rights:

- (1) The right to access your personal data held by or on behalf of the University;
- (2) The right to rectification if the information is inaccurate or incomplete;
- (3) The right to restrict processing and/or erasure of your personal data;
- (4) The right to data portability;
- (5) The right to object to processing;
- (6) The right to object to automated decision making and profiling;
- (7) The right to [complain](#) to the Information Commissioner's Office (ICO).

To protect your privacy and the privacy of others, we will verify your identity before giving effect to your rights. To exercise any of your rights please contact the Data Protection Officer.

How to contact us

We will always respond to concerns or queries you may have. If you wish to exercise your rights or have any other general data protection queries, please contact UWE Bristol's Data Protection Officer (dataprotection@uwe.ac.uk).

For further information relating to how your information is used within the Wellbeing Service contact: **Wellbeing Service, wellbeing@uwe.ac.uk, 0117 3286268**