

## **Birkbeck, University of London**

Birkbeck exists to provide life changing educational opportunities for its students and undertake cutting-edge research for the public good. In order to carry out this mission, it is necessary to process personal data.

We take our responsibilities to process your data transparently, fairly, lawfully, safely and securely very seriously. This document is part of our efforts to keep you informed about how we treat your data.

### **PRIVACY NOTICE**

#### **For the purpose of receiving and resolving queries from enquirers**

##### **About Birkbeck**

Birkbeck College (also known as Birkbeck, University of London) is the data controller for all of the personal data that it holds and processes and is subject to the General Data Protection Regulations (GDPR). Birkbeck is registered with the Information Commissioners Office (ICO) registration number Z718111X

- Address: Birkbeck College, Malet St, Bloomsbury, London, WC1E 7HX
- Birkbeck's Data Protection Officer can be contacted by emailing [dpo@bbk.ac.uk](mailto:dpo@bbk.ac.uk)

If you have any queries about how we use your data, or wish to exercise your rights with regard to your data including, making a subject access request, please contact [dpo@bbk.ac.uk](mailto:dpo@bbk.ac.uk)

##### **About Birkbeck's approach to personal data processing**

In common with all universities, Birkbeck processes the personal data of many individuals in order to carry out its mission.

You will find a complete set of information describing our data processing activities, our data privacy policy, relevant privacy notices, information about the rights of individuals whose data we process and how to exercise these rights on our website at [www.bbk.ac.uk/privacy](http://www.bbk.ac.uk/privacy).

Birkbeck has many different types of relationship with many different groups of people, and some people have more than one relationship with Birkbeck (for example one person may be both a student and member of staff). It is not possible to provide one single privacy notice that accurately describes all these processing activities. Therefore separate notices are provided that describe each processing activity. It should be noted that more than one privacy notice may apply to the processing of your personal data for different purposes. This should be made clear to you at the point where your personal data is collected. It should also be clearly described within the privacy notice itself. All our privacy notices are available at [www.bbk.ac.uk/privacy](http://www.bbk.ac.uk/privacy) and if you are in any doubt please contact [dpo@bbk.ac.uk](mailto:dpo@bbk.ac.uk).

##### **About our privacy notices**

This privacy notice explains how Birkbeck collects, uses and shares personal data and your rights in relation to the that we hold about you. It includes information about how personal data is used, and the nature of any processing by other data processors or controllers.

## The processing purpose covered by this notice

This privacy notice applies to Birkbeck's processing of personal data for the purpose of operating a managed process to receive, record and resolve queries from enquirers.

In this context an enquirer may have any relationship with Birkbeck, including but not limited to; prospective student, applicant, student, former student, alumnus, donor, friend, visitor or prospective, current or former member of staff.

Queries are defined as any free-form question, enquiry or other communication seeking information as a response.

## What data we collect

- Birkbeck may obtain, hold and process the following personal data:
  - **Contact details** – including name, email address, postal address, telephone number.
  - **Query** – including a categorisation, narrative entries and file attachments.
  - **Narrative Comments** – including updates from staff members to describe and aid their work to resolve a query.

It should be noted that as the data collected includes free-form narrative text fields and file uploads it is not possible to define precisely the information that will be collected.

## Where we collect it from

- Direct from you – online, in person or over the phone
- Direct from staff

## How we use the data

We use this data, and undertake this processing in order to resolve queries from any potential enquirer. This includes:

- Delivering a query resolution to you. This may be information, or the completion of some deliverable (e.g. completion of a task).
- To understand the pattern of demand on our services – to ensure our services are appropriately resourced and clearly and accurately described.
- To seek to avoid future unnecessary queries – either from you or others.
- To understand your use of our services, in order to form part of our monitoring of engagement such that we are able to provide targeted support where we believe it is required,

Without processing this data in the way described we would be unable to effectively provide our operational services and therefore carry out our public task of the delivery of educational opportunities.

## Under what lawful basis we process your personal data

Birkbeck uses your personal data under different lawful bases depending on the process being performed. The following are the legal bases identified and examples of the data processing activity to which they apply:

- **Public Task** – Birkbeck is a designated public body/charity, processing of personal data is necessary for us to perform our tasks in the public interest and official function

in delivering teaching and research. (Article 6 (1) (e)). In order to undertake our public task Birkbeck collects and processes your data for the purposes of operating a managed process to receive, record and resolve queries.

### **How long we keep your data for this processing purpose**

Records of your queries will be kept for 36 months after you cease to have an active application, enrolment, period of employment, or 36 months after the resolution of your most recent query (whichever comes latest).

This is so that our staff have a clear picture of queries you have previously raised in order to effectively support you when answering new queries.

### **Sharing your data with other Data Controllers**

There are no sharing arrangements in place for the data related to this processing purpose.

### **Third Party Service Providers (use of Data Processors)**

Birkbeck uses a number of carefully selected third parties to provide services on its behalf. In some cases this requires some elements of the data we hold about you to be passed to them for the express purpose of providing a service to you on our behalf. In each case a data sharing agreement is in place that prevents the third party from making any use of the data provided for any purpose other than that expressly agreed, and requiring the provider to securely destroy the data once the service has been provided. Details of these service providers are available at [www.bbk.ac.uk/privacy](http://www.bbk.ac.uk/privacy).

### **International**

In some instances the College may transfer personal data to parties located in other countries, including some outside of the European Economic Area (EEA). This may be because either Birkbeck staff, a Data Processor (or Sub-Processor) contracted by Birkbeck, or another Data Controller who data is shared with are located outside the EEA.

All instances of overseas transfers of personal data are subject to appropriate technical safeguards and contractual provisions incorporating appropriate assurances to ensure the security of the data and full compliance with legislative and regulatory requirements.

### **Your personal data rights**

You have the following rights with regard to your personal data held by the College:

- The right to request access to your personal data held by the College.
- The right to have inaccurate or incomplete personal data rectified.
- The right to restrict the processing of personal data – you have the right to block the processing of their personal data by the College in specific situations.
- The right to object – you can object to the processing of your personal data by the College in certain circumstances, including the sending and receipt of direct marketing material.

- The right to object to automated decision making and profiling – you have the right to object to decisions taken by automatic means without human intervention in some circumstances.
- All requests to exercise any of these rights should be made to the College’s Data Protection Officer, by emailing: [dpo@bbk.ac.uk](mailto:dpo@bbk.ac.uk).

**Complaints** - If you are unhappy with the College’s handling of your personal data or believe that the requirements of GDPR may not be fully complied with, you should contact the College’s Data Protection Officer in the first instance. You may also follow the College’s formal complaint procedure, and you also have the right to submit a complaint to the Information Commissioner’s Office; further details can be found at [www.ico.org.uk](http://www.ico.org.uk).

### **Version History & Review**

This privacy notice will be subject to periodic review. Any material changes will be communicated to those affected in an appropriate manner as and when they are required.

<b>Version</b>	<b>Effective Date</b>	<b>Reason for change</b>
BBKPN008.0	25 May 2018	First version
BBKPN008.1	26 June 2018	Minor corrections