

2016/17 Data processing notice: student data collected and processed by MMU

The University needs to collect and process personal data in order to provide services to students, manage its operations effectively and meet certain legal requirements. During enrolment (and at subsequent stages, such as re-enrolment and graduation) you give your consent for the University to process your personal data.

The University is registered as a Data Controller and manages personal data in accordance with the Data Protection Act 1998 and the University's [Data Protection Policy](#).

This notice is a guide for students, describing how and why we typically process or share your personal data, and how you may opt out of some types of data processing. Examples are provided below, however, for a fully comprehensive list of all purposes for which the University processes personal data, and all data sharing arrangements, you will need to examine the University's registration notice in the [ICO Register of Data Controllers](#) by entering 'Manchester Metropolitan University', or our registration number: Z5710637, in the appropriate field.

1. Why we collect and process your personal data:

Your personal data is the information we collect about you during the admissions and enrolment processes and during your time as a student or Alumni member. This includes details such as your name, address, date of birth, course details, attendance data, fee payments, marks and exam results. Your personal data will be used, for example, to:

- process your application for study;
- enrol you as a student and maintain your student record;
- administer your course and your academic progress;
- administer the financial aspects of your studies, such as tuition and accommodation fees;
- provide or offer facilities and services to you during your time as a student and later as part of the University's legitimate business (eg library access, computing, sports facilities, accommodation, MMU Students' Union, Alumni membership and activities);
- submit reports and statistics, which the University is required to return, for example to official government bodies.

Some personal data is considered to be **sensitive** under the Data Protection Act. The University needs to collect and process some sensitive data, including information about:

- your health or disabilities, to provide support and access to University services;
- your ethnic origin and sexual orientation, for equal opportunities monitoring;
- previous criminal convictions, for certain types of courses.

2. Retaining your data

The University retains personal data in accordance with its [Record Management Policy](#). Some types of data are retained long after your studies have ended, for example, so that we can verify your award if you apply for a job or further study. Other types of data, particularly if sensitive, may only be retained for a short time. Please see the [Retention Schedule](#), for more information.

3. How we may process and share your personal data:

3.1 Within the University:

Your data may be used and shared with colleagues within the University, for the purposes set out in our [ICO notice](#). Each University service that you come into contact with will have access to some of your personal data, however, access to personal data within the University is restricted, as necessary. For example, library or accommodation staff will have access to your ID number and contact details, but not to details of your assessed work or marks. Further examples are provided below:

MetCard: The University will monitor your MetCard use, in order to administer the MetCard scheme and restrict use in accordance with the MetCard terms and conditions.

Student Engagement Monitoring (SEM): The University will monitor your engagement on your course, including attendance, use of Moodle, coursework submission and marks, so we can identify students who are no longer engaging with their course or who may need additional support.

Accommodation: If you apply for University accommodation, Residential Services staff will need to process your personal data, which may include information about your health/disabilities, in order to assess your application and provide accommodation.

Certain University services need to collect and process sensitive personal data in order to assess your needs or provide you with appropriate support (such as the [Learner Development Service](#), or the [Counselling, Health and Wellbeing Service](#)). These services will provide you with more information about the data they collect and process, and how they will take care of your data, when you contact them.

Verifying your data: The University may use external data sources (such as HESA or Examination Boards) to verify the personal information you provide to us.

Texts/phone calls: If you provide a mobile telephone number we may send you text messages about administrative matters, or use this to call you when the University deems it necessary/appropriate.

3.2 Outside the University – sharing data with third parties:

The University will only share your personal data with external third parties, where:

- we have your consent, or
- we are required to do so under a statutory or legal obligation, or
- we are permitted to do so by the Data Protection Act.

For a comprehensive list of how your data may be shared, see our [ICO notice](#). Examples are provided below:

Turnitin: MMU uses Turnitin for checking student's work for proper citation and potential plagiarism. The Turnitin system compares the student's work against a variety of sources. You will have to provide basic personal data (eg your name, email address and course details) to Turnitin, when using the service. The Turnitin data is stored on servers in the US, under a 'safe harbour agreement'. This means the data will be managed to similar standards as required by the Data Protection Act. See [Turnitin's Privacy Statement](#) for more information.

Student Union: for the provision and validation of membership, student representation and Student Union services. You will be automatically enrolled in the MMU Student Union when you join the University. You may opt out of membership at any time by contacting the [MMU Student Union](#) to inform them you do not want to be a member.

Funding Bodies: Relevant data will be shared with formal funding bodies, such as the Student Loans Company (SLC) and Student Finance; for example, we will confirm that you have enrolled, or withdrawn from your course, as this will affect your right to receive funding.

Sponsors & Employers: If your tuition fees are paid under a sponsorship, scholarship or loan arrangement by an external organisation (such as your employer or Local Authority), we may notify them about your attendance and academic progress.

Professional Bodies: (eg Law Society, NHS Trusts) to confirm your qualifications and accreditation of your course.

Higher education institutions & placement providers: If you are involved in study arrangements with other organisations, eg: exchanges, placements, joint/double programmes, we may disclose some data to the relevant institution, including those outside the European Economic Area (EEA).

Higher education funding and statistics agencies: MMU is under a statutory duty to pass certain personal data about students and former students to the Higher Education Statistics Agency (HESA). More information about the data shared with HESA is published in the collection notice on the HESA website: <https://www.hesa.ac.uk/content/view/141/171/#Student>. MMU and the Higher Education Funding Council for England (HEFCE) may compare your data to educational records from previous years to check the levels of your current qualifications, in order to determine the fees you are required to pay.

Further education funding and statistics agencies: MMU is required to pass data about students on our Apprenticeship courses and the Foundation Diploma in Art and Design to the Skills Funding Agency (SFA) and the Education Funding Agency (EFA). More information about the data shared with them is published in the SFA Privacy Notice: <https://www.gov.uk/government/publications/sfa-privacy-notice>

Local Government Departments: including:

- **Council Tax:** We provide information to Local Authorities for the purpose of **administering** council tax exemptions. This includes lists of currently enrolled students living within specific postcode boundaries.
- **Electoral Services:** The University may be required under a statutory duty to provide basic information (eg, names and addresses) regarding students to Electoral Officers. In addition, if you agree to register for the Electoral Roll through online enrolment, we will provide the relevant data to Electoral Services. This is explained during the online enrolment process.

Surveys: The University participates in a variety of student surveys, to seek student opinions and encourage student participation in our quality assurance and enhancement processes. Further information about these surveys is available at: [Student Voice](#). The University may pass MMU student names and contact details to the Survey agents. However, participation is not compulsory and you will be offered the opportunity to opt out at the time the surveys take place. The surveys include:

- **NSS (National Student Survey):** This survey gives students an opportunity to provide feedback on their course and experience at University. For further information see: [HEFCE](#) and the [National Student Survey](#). Details of final year undergraduates is provided to HEFCE (and their appointed agents). MMU will pass your name and contact details to the survey agent, who may contact you to ask you to take part. You can opt out of participating by contacting the agent (& verify your identity by confirming your date of birth). The agent will use your details only for the purpose of the survey, and will then destroy them. If you agree to participate, you will be provided with further information about the use/handling of your data with the survey questionnaire. If your studies have been funded by the NHS, HEFCE may share your survey data with the Department of Health.
- **Learner Satisfaction Survey:** this is similar to the NSS (see above), but is conducted by the SFA in relation to students they fund (Apprenticeships and the Foundation Diploma in Art and Design).
- **Student Barometer Survey:** Your details may be provided to [International Insight Group \(iGrad\)](#) for the Student Barometer Survey. Data provided to iGrad will be used only for the purposes of the survey.
- **Internal Student Survey:** MMU runs its own online, in-house, Internal Student Survey (ISS).

Parents and other relatives: The University will not normally disclose your data to parents or relatives without your consent; other than in exceptional circumstances, for example, if you are unwell or injured. We may agree to discuss some matters with a parent/relative if you consent to this, however, your parent/relative may not act on your behalf and it remains your responsibility as student to communicate and engage with the University.

MMU Partners & Contractors: We may provide personal information to MMU's partner organisations and contractors for specified purposes.

Debt recovery / credit control: Personal data may be shared with third parties, attempting to recover debt on behalf of the University, where internal debt recovery procedures have been unsuccessful.

Published information: If you are asked to participate in photographs, filming or articles for publication, for use within the University (eg for teaching) or outside (eg, for promotional materials or publication on the MMU website), you will be given information about the purpose for this at the time you are asked to participate. You can opt out of participation, or choose to have your data removed/deleted at any time, by contacting the relevant department or member of staff.

Additional services and offers: The University's central database will be used on occasion to select information on groups of students and you may be notified about opportunities such as research projects, additional careers service material and further courses. If you do not wish to receive these communications you may opt out by following the instructions in the email.

UK Agencies: with duties relating to the prevention/detection of crime, the apprehension and prosecution of offenders, the protection of an individual's vital interests/welfare, or safeguarding national security. This may include, for example, Benefits or Tax Inspectors, the Police, UK Visas & Immigration, Foreign & Commonwealth Office.

CCTV: The University operates CCTV across its campuses, monitored by trained security staff and managed in accordance with the University's CCTV Policy.

Insurance: We may share your data with the University's insurers, for example, for the purpose of providing insurance cover, or in the event of a claim.

Graduation: Graduation ceremonies are regarded as public events. Names and awards are published in ceremony booklets (but not degree classifications). Graduation ceremonies are filmed and streamed/published on the University website. You will be provided with more information about Graduation ceremonies at the appropriate time.

3.3 After you graduate

We will need to maintain some records relating to you after you graduate, as part of providing a comprehensive student experience. This includes: verifying your award, providing transcripts of your marks, opportunities for further study, academic references, careers support, and alumni and networking services.

Surveys: The University participates in surveys about the destinations of its graduates. About six months after you graduate, MMU will contact you to ask you to complete the HESA 'Destination of Leavers from Higher Education' (DLHE) survey. [HESA's data protection statements](#) are published online, and there are specific notices relating to the DLHE survey. You may also be included in a sample of leavers who are surveyed again a few years after they graduate. Further information about these 'Destinations' surveys, including how to opt out, is available at [Careers & Employability](#).

Alumni: When you are near to graduation/completion of your course, you will be contacted by the Alumni & Development Office about the benefits of alumni membership and invited to stay in touch by registering. The [Alumni & Development data protection statement](#) provides details of how the service will use the data of registered members. If you change your mind or prefer not to receive communications from Alumni & Development, you may opt out at any time - see the instructions on the [Alumni webpage](#).

Award Verifications: MMU is a member of the Higher Education Degree Datacheck (HEDD) service, which allows employers, or statutory bodies and their agents, to verify basic degree and enrolment information about you, with your consent, for example if you are offered a job or register with an employment agency. Your consent will be sought by the relevant organisation requesting information about you, in advance of such checks being undertaken.

University Awards are a matter of public record and the University may disclose to third parties outside the University whether or not you have received an Award (such as a degree), without your consent.

References: Academic staff may agree to provide a reference for you, if you apply for a job or further study. You should ask permission first from the relevant member of staff and the requesting organisation should provide a copy of your consent.

4. Your Rights

Your rights include:

Access to your personal data: The Data Protection Act allows you to request access to the personal data that the University holds about you. This is called a 'subject access request' (SAR). A valid SAR must be made in writing and requires payment of a £10.00 fee. The University's Data Protection

request form available from the [Legal Department](#) may help you to meet the requirements for making a valid request under the Act. Your request should be sent to the Legal Department, email: dataprotection@mmu.ac.uk. [Cashiers](#) can advise on methods of payment.

Once your request and fee are received, the University aims to respond within 40 days. If it is not possible to provide the information you requested within 40 days, the University will contact you to explain why. We may also need to ask you for further information to be able to identify the relevant data.

Note: if you only require a small amount of information, such as a specific document from your student file, you should ask your Student Information Point or Student Life Office in the first instance, in case this can be provided to you more quickly and without charge.

Rectify incorrect data: If you think your data is incorrect, please update your record by logging in, or contact your Student Information Point or Student Life Office.

To object to or opt out: of any data processing or sharing, please email dataprotection@mmu.ac.uk, explaining your reasons. The University will consider your request, however, it may not always be possible to facilitate your request. The University is required by law to collect and process some personal data; and needs to collect and process some personal data in order to operate effectively.

Queries or complaints: If you have any concerns or queries about the way your personal data is handled please speak to your Student Information Point or Student Life Office in the first instance.

If you wish to make a formal complaint about data protection or relating to your personal data, please email: dataprotection@mmu.ac.uk

5. Your Responsibilities

Updating your details: The Act requires that information held is accurate. It is essential that you let us know if your personal or contact details change. If we don't have the correct contact details, we cannot take responsibility if information you need goes to the wrong address. This might have serious consequences, such as missing an exam or deadline. You can update your record via: [Contact Management](#).

If you prefer to use a personal email address rather than the one provided by MMU, you are required to arrange for your MMU email to be forwarded to your personal account, so that you don't miss any important communications from us. Instructions on how to do this are provided during online enrolment.

Changing your name: You can correct minor spelling mistakes when you enrol each year. However, if you make a significant change to your name (eg, due to marriage) you must inform us as soon as possible. We will usually require supporting official documentation, such as a marriage certificate, birth certificate, passport or deed poll. You must ensure that your name is correct, as records and certificates cannot be amended after graduation. To request a name change in our records, email: awards@mmu.ac.uk

Comply with the University's Data Protection Policy and the Data Protection Act: if you have access as a student to the personal data of others; or if you want to collect or process any personal data as part of your studies or research. See: [MMU Data Protection Policy](#). You must seek advice and approval from your tutor/supervisor, prior to processing any personal data.