



**International Partnerships
Office (IPO)**
IPO Privacy Notice
08/04/2019

Regent's University London is committed to protecting and respecting your privacy.

Privacy notice

This Privacy Notice explains when and why we collect personal information about people who are classified as Study Abroad or Exchange Students, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Any personal information collected will be processed and safeguarded in accordance with the General Data Protection Regulation (EU 2016/679) (GDPR) and the Data Protection Act 2018.

Regent's University London is the 'data controller' as defined by the Data Protection Act 2018. Personal information will only be collected and/or processed by Regent's University London in accordance with the Act.

This Privacy Notice is subject to change in order to meet new legislative requirements, so please check this Notice occasionally to ensure that you're happy with any changes that may have been made and how they affect the data that we store about you.

Any questions regarding this Privacy Notice and our privacy practices should be sent by email to privacy@regents.ac.uk or in writing to Governance Office, Regent's University London, Inner Circle, Regent's Park, London, NW1 4NS.

Who we are?

Regent's University London is a private non-profit university located in London, United Kingdom. The university has an international student body with students coming from 140 countries overall. The University has its campus in Regent's Park, Central London.

Our commitment to securing your personal data

Regent's University London undertakes to maintain your personal data in secure conditions. Your personal data will be disclosed to staff and agents of the University in order to support our services to you; this is done on a need-to-know basis and all staff are made aware of the procedures they must follow to ensure your data is protected.

What personal information is collected from you?

We collect personally identifiable information about you through:

- the use of enquiry, application and registration forms;
- your purchase of any our products or services;
- information that we request from you regarding your use of our service; and
- your use of our website.

The elements of your information that we collect may include:

- Full Name
- Date of birth
- Gender
- Nationality
- Country of Residence
- If you have a valid passport
- Home address
- E-mail address
- Telephone number
- IP address
- Name of Home Institution
- Title of Degree/Major
- Title of Regents programme
- Details of the Regent's programme that you wish to study
- Visa Status
- Usage statistics
- Website pages accessed

We also collect information that you choose to provide in relation to your Health, Learning Support and Disability. This information is used so that the Disability Officer is able to make arrangements to meet your personal needs. Should you request an appointment with a member of the Student Counselling Team then your details will be passed to our Student Counselling Team.

You will also be asked to give your authorisation (Consent) to your information being released to a designated third party such as a parent/guardian should they request it. You are able to select what information can be provided and to whom.

We also collect information about you and your visit to our website automatically using Cookies.

Please see [Appendix 1](#) for further details of our website usage information that is collected using cookies.

Full details of all the personal information we collect, the purpose for collecting along with the lawful basis for processing can be found in our Record of Processing. Any questions regarding the personal information we collect and the reasons we collect it should be sent by email to privacy@regents.ac.uk or in writing to Governance Office, Regent's University London, Inner Circle, Regent's Park, London, NW1 4NS.

How is your information used?

When you make an application to Study Abroad or become an Exchange Student studying at Regent's University we need to know your basic personal data in order to process your application. We will not collect any personal data from you that we do not need in order to provide and oversee this services to you.

Regent's University London will use your personal information for a number of purposes including the following:

- to carry out our obligations arising from any contracts entered into by you and us;
- processing applications, registrations and enquiries;
- maintaining your student record (including personal and academic details);
- managing the academic processes (including teaching, exam board meetings, and awarding degrees);
- providing advice and support;
- providing our customers with a personalised service (including IT user and library accounts etc.);
- to personalise your repeat visits to our website;
- to carry out statistical analysis of trends in data;
- communicating prior to you joining Regent's University London for the purposes of marketing;
- to contact you should you withdraw your application to seek your reason for doing so (and to provide support and advice where appropriate);
- to fulfil our statutory obligations through statutory returns and reporting to sponsors and government agencies;
- where your data is disclosed to a third party, this is done in accordance with the provisions of The Data Protection Act 2018 and the General Data Protection Regulation 2016/679 (GDPR).

We will never sell, distribute or release your information to third parties unless we are required to do so as part of our statutory reporting duties or you have given us explicit consent to do so.

We also use information in aggregate form (so that no individual user is identified by

name):

- to build up marketing profiles;
- to aid strategic development;
- to manage our relationship with advertisers; and
- to audit usage of the site.

We use technology on our website, which may record user movements, including page scrolling, mouse clicks and text entered. The data we collect in this way helps us to identify usability issues, to improve the assistance and technical support we can provide to users and is also used for aggregated and statistical reporting purposes.

Marketing

We would like to send you information about products and services of ours which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please contact us by email to privacy@regents.ac.uk or in writing to Governance Office, Regent's University London, Inner Circle, Regent's Park, London, NW1 4NS.

How long will we keep your information for?

We will hold your personal information on our systems for as long as is necessary for the purpose for which it was collected, or as long as is set out in any relevant contract you hold with us. We regularly review the retention periods for personal information and we will securely destroy the out of retention information line with our retention and destruction policy.

Our approved retention schedule is available from privacy@regents.ac.uk.

Key personal information retention periods are:

- **Prospective Student Data:** Where an application form has been completed and/or interview notes have been made but the applicant does not enroll then their data will be retained for a period of 1 year from the date of application or interview whichever is the later.
- **Student Data:** We retain all student records for a period of 7 years from the date a student completed their studies. This date is determined as the date on which the leaver's form has been completed or the last date of the term in which the student left. Some data such as transcripts of student final results may be retained in perpetuity.

Working with Third Parties

Regent's University London works with third party organisations and we will share personal information with them for the purposes of completing tasks and providing services to you on our behalf (for example to register you with an Awarding Bodies). In certain circumstances this will only be carried out with your explicit consent and you may amend/withdraw your consent at any time by contacting privacy@regents.ac.uk or in writing to Governance Office, Regent's University London, Inner Circle, Regent's Park, London, NW1 4NS..

Disclosure of your Personal Information

Information about you may be disclosed to other organisations as required by law, for crime prevention or detection purposes, or in order to comply with our obligations as a sponsor of migrants by the Home Office.

We may also transfer your personal information to a third party if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights or safety of our staff and students. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Disclosures will also be made by Regent's University London as outlined below:

- a) To sponsors and government agencies. One such body is the Home Office (for international students).
- b) To Regents University London's agents for the purpose of administering our own surveys;
- c) Where a programme of study leads to a qualification recognised by a professional body Regent's University London will disclose relevant information to that body;
- d) To debt collection agencies acting on behalf of Regent's University London in the event that you owe money to us;
- e) Students on study visits to partner institutions and placement providers (both UK and abroad);
- f) Crime and taxation – the University may share your personal data where this is for the purposes of detecting or preventing crime or taxation purposes (e.g., eligibility for council tax exemptions); and

g) Outsourcing – Regent's University London outsources some of its processes and provide students' personal data to third party companies for these purposes.

Who has access to your information?

All the personal data we process is processed by our staff in the UK however for the purposes of IT hosting and maintenance this information is located on servers within the European Union.

If you have any questions about our third party and the personal information they collect and the reasons they collect it should be sent by email to privacy@regents.ac.uk or in writing to Governance Office, Regent's University London, Inner Circle, Regent's Park, London, NW1 4NS.

No third parties have access to your personal data unless we have a contractual relationship with them to deliver services on our behalf, or the law allows them to do so. We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Am I able to see what data you hold on me and how it is processed?

You have the right to obtain confirmation that your data is being processed lawfully and to access your own personal data. There is no charge for this service unless the request is considered manifestly unfounded or excessive, particularly where it is

repetitive. Then Regent's University London may charge a 'reasonable fee' which may also apply should further copies of the same information be requested. This fee will be based on the administrative cost of providing the information.

Once your identity has been verified then you will be provided with the information held within one month of the receipt of the request. This period may be extended to a further two months where requests are complex or numerous however you will be informed of this within one month of the request being received with an explanation why an extension is necessary.

How you can access and update your information?

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email to privacy@regents.ac.uk or in writing to Governance Office, Regent's University London, Inner Circle, Regent's Park, London, NW1 4NS.

What can I do if I believe the information you have about me is inaccurate?

If at any point you believe the information we process on you is incorrect you can request to see this information and have it corrected or deleted. If you wish to raise a complaint on how we handled your personal data, you can contact us to have the matter investigated. please email to privacy@regents.ac.uk or in writing to Governance Office, Regent's University London, Inner Circle, Regent's Park, London, NW1 4NS.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. See: <https://ico.org.uk>

What can I do if I no longer wish the University to process my data?

If you decide that you no longer wish to attend the University before enrolment has taken place, then you have the right to withdraw your consent for data processing to take place and if request it that your data to be erased. If you wish to exercise this right then please email to privacy@regents.ac.uk or in writing to Governance Office,

Regent's University London, Inner Circle, Regent's Park, London, NW1 4NS.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get a person with parental responsibility (for you), permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on March 2019.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- by email at: privacy@regents.ac.uk; or
- in writing to: Governance Office, Regent's University London, Inner Circle, Regent's Park, London, NW1 4NS