

Student Wellbeing - Privacy Notice

Version No:	1.1	Prepared by:	Head of Wellbeing	Last review:	06/26
Effective date:	01/08/23			Next review:	06/28

A SUMMARY OF WHAT THIS NOTICES EXPLAINS

Lady Margaret Hall is committed to protecting the privacy and security of personal data.

This notice explains what Wellbeing information LMH holds about you, how we use it internally, how we share it, how long we keep it and what your legal rights are in relation to it.

This notice should be read in combination with LMH's full Data Protection Policy available on our [website](#).

OUR CONTACT DETAILS

Heads of Wellbeing: Dr Nicole Jones & Lizzie Shine
 Email: wellbeing@lmh.ox.ac.uk

THE TYPE OF PERSONAL INFORMATION WE COLLECT:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, full name and contact details)
- When you book a meeting through our booking page, we collect your name, email address and any information you write in the notes box.
- If you have contact with one of the Wellbeing Team (either face-to-face, telephone or email contact), we record summary notes on a secure database. Wellbeing concerns raised by other members of staff are also logged in the database.

HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT:

Most of the personal information we process is provided to us directly by you for the following reason:

- To enable us to provide wellbeing support and advice to you.

We access information such as your telephone number, address, date of birth, emergency contact details, and disability information that you have shared with the College through e-Vision on a strictly need to know basis.

WE USE THE INFORMATION THAT YOU HAVE GIVEN US IN ORDER TO:

- Book appointments
- Send you information related to wellbeing and relevant services.
- Ensure that we provide high quality care and ongoing support as appropriate.
- Investigate concerns or formal complaints.

All information that we have about a student is held in confidence. This means that we will not normally share your personal information with anyone else. However, sometimes we have a legal duty to provide information about people; e.g. when the information concerns risk of harm to the student, or risk of harm to another adult or a child; when a court order instructs us to do so. Records may also be shared without a student's consent in exceptional situations, such as to safeguard adults or children.

We will not share your personal information with third parties for marketing purposes.

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing personal information is as part of a contractual obligation: for the performance of our contract with you.

HOW WE STORE YOUR PERSONAL INFORMATION:

Your information is securely stored on an encrypted information storage platform (CPOMS). We keep personal data (contact information, meeting notes) for a period of 6 years after the end of the student relationship. We will then dispose of your information by deleting your student record on CPOMS.

Information collected through Microsoft Bookings when you book an appointment will be kept for 6 months, after which it will be automatically deleted.

YOUR DATA PROTECTION RIGHTS:

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Right to complain - Individuals who have concerns about the College's handling of their personal data or exercise of their data protection rights should raise those concerns with the College in the first instance.

The College will investigate and respond in accordance with its data protection complaints procedure.

Please submit complaints by contacting the Data Protection Officer; dpo@lmh.ox.ac.uk or in writing;

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at dpo@lmh.ox.ac.uk if you wish to make a request.

HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us at dpo@lmh.ox.ac.uk.

The Data Protection Officer
Lady Margaret Hall
Norham Gardens
Oxford
OX2 6QA

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>

DOCUMENT CHANGE LOG

Version	Date changed	Notes
1.0	01/08/23	Version 1.0 published
1.1	08/06/26	Added complaint section for DUAA compliance