

Student Advice Centre Privacy Policy June 2021



Student
Advice Centre

Newcastle University Students' Union (NUSU)
Student Advice Centre Privacy Policy
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The [Student Advice Centre \(SAC\)](#) is a service within the **Membership and Democratic Services** department of Newcastle University Students' Union ([NUSU](#)). We are registered under the Data Protection Act 1998 (registered number [Z2204599](#)), and all your data is collected, stored and processed in compliance with General Data Protection Regulation (GDPR) 2016. More information on privacy can be found at www.dataprotection.gov.uk.

The SAC offers advice through Microsoft Teams (video, call and chat) or face-to-face appointments to Newcastle University and INTO Newcastle students across its various campuses and this is delivered by trained and insured advisers. The service is licenced through [Advice UK](#).

Please note: Neither the information on the website nor the advice delivered by the Advisers within the SAC is Legal Advice. If [Legal Advice](#) is required you are advised to seek out a [solicitor](#). If you are entitled to Legal Aid you may be able to get assistance from [Civil Legal Aid](#)

This Privacy Policy aims to explain what information the **SAC** collects and holds about you from the point you present to the service. It will explain: when and why we collect data; what data we collect and how we use it; where we store and how we protect that information; who has access to it and how we process it internally or through third parties, and its removal from our systems. For information the wider organisation NUSU holds about you please refer to the [NUSU Privacy Policy](#) of which the SAC operates within as well.

Changes to Privacy Policy

The SAC reserves the right to add to or alter the terms of this Privacy Policy at its sole discretion, without prior notice to you. The Policy will be re-visited and revised if necessary, on a 6-monthly basis. Any revision of this Privacy Policy will be posted on the SAC web pages and issued independently or alongside any requested hard copy of the SAC Service Standards. It will become effective from the time of posting to the web site. You are advised to read the Privacy Policy before any initial use of the Service and then at regular intervals to ensure you have read the most recent version and are fully aware of what the SAC does with your data and information.

Website

We advise you look at the [NUSU Privacy Policy](#) with regard to how **any data** is collected, stored, processed and retained from any part of the NUSU website. That Policy will explain more about how NUSU and any third party that host/maintain the NUSU Website, including the SAC web pages, may collect information about you, to enable you to use the webpages.

The SAC webpages are updated by NUSU/SAC staff and on occasion SAC student volunteers and is for general guidance for students. We advise the pages should be used in conjunction with advice from the Centre as the guidance can be interpreted differently and will not cover all situations and circumstances. We endeavour to keep the information on the website current, accurate and accessible but we cannot guarantee that it is without error. We do not accept any liability for any loss, damage or inconvenience as a result of using our web pages. We are not responsible for any claim brought against you as a result of you relying on the website content. Nor do we accept responsibility for the content of or the availability of any linked third-party websites. Their websites may also collect certain personal information about you and so please ensure you read their respective privacy policies and terms and conditions thoroughly and carefully. Links to third-party websites are not an endorsement by our service.

As a means of improving our service and hoping to provide information to as many students as possible, the SAC examines analytical information that NUSU collects about usage of the SAC web pages, for example, the number of visitors, which pages they visited and for how long. This is not connected to your use of the service as a client in respect of a case in any way.

The SAC currently collects data/personal data via the use of web forms for specific purposes: students providing feedback, applying for volunteering, completing surveys or making a disclosure or report to NUSU. NUSU may also use the data from web forms to create anonymous statistics and reports. These web forms are provided by various third parties. More information on how your information is used from web forms is identified in the wider [NUSU Privacy Policy](#).

Student Advice Centre

When we take data and why we take it

- We take personal data from students at various points, either face to face, by telephone, email, web form or Microsoft Teams or Zoom.
- The SAC is a student-led service – we will generally not contact you first. If you contact NUSU as opposed to the SAC service direct, your communication might be forwarded to the SAC to respond to your request for support. If we are contacted by a third party wanting to make a referral about you, we will not take, record or process that information. From the moment you initiate contact with the SAC requesting assistance we will start to request, record, store and process certain personal data/information about you in order to offer you a service. We will take information from you at various points. If we suggest or need to make a referral to a third-party we will either seek your consent or refer in exceptional circumstance on the basis of there being a legitimate interest. Sometimes we do not make a referral but work in conjunction with a third-party in order to support or resolve the issue. If we receive personal data regarding a third party i.e. to identify a conflict of interest, we will store that personal data and information on the basis of there being a legitimate interest. If a data subject request is made only information which does not identify the source will be given out.
- **When you approach the service by whatever avenue**, in order to facilitate contact with the advice team we will need to verify that you are a registered student or graduate within the past 12 months from either any Newcastle University campus or INTO Newcastle. You will be asked to provide some personal and academic related data in either written/web booking form in order to verify this and to arrange an appointment with an Adviser. At this point we recommend a client reads this policy document in full. This data allows us to check your enquiry is appropriate to the service and to reserve the appointment for you. Our clients volunteer this information when asked at the point of entry and is provided under implied consent and retained under the lawful basis of legitimate interests. It is explained to each prospective 'student client' that during their advice appointment(s) they will be required to give further and more detailed information about themselves. If a student is not prepared to offer the information we require, we would not be able to verify the student status or advise specifically and therefore would not be able to offer a service.
- Some of the initial personal data/information you provide when arranging the appointment is stored on Microsoft Outlook calendars. These are visible to only SAC staff and student volunteers. Other NUSU staff are not permitted access to the SAC calendars and therefore cannot see this data, with the exception of NUSU's IT & Systems Technician. All staff and volunteers who have access or who are based in the location of the SAC are required to sign a SAC Data Protection and Confidentiality Agreement upon commencing employment or volunteering with the service. Breach of this agreement would lead to disciplinary procedures under the [NUSU Disciplinary process](#).
- The written/web booking form which collects data/information about you also allows us to assist you with your query/case but it also allows us to identify you, distinguish you from other clients, verify your student and academic information for service provision and monitoring. This also provides us with demographic data, allowing us to identify cohorts of students who are/aren't using the service and about what type of issues. Our client form has a brief declaration on it explaining how we store the information once it has been returned. We use client demographic details, patterns and trends on case types and subject matter in order to report on students' issues and performance of the SAC. Your information and personal data is kept on our client/case management software called Advice Pro for 6 years. We keep it on file for this length of time because of your and/or the service rights under the Limitation Act 1980 to pursue/defend any matter through the civil courts. We also keep it for this duration as it can give us evidence over a period of time of patterns and trends to demonstrate for funding purposes or social policy work. It may also be necessary to use this information when dealing with a complaint about the service.
- If you are unsure about this, you can discuss this with the Adviser at the commencement of the appointment. As we have to be insured to offer advice, we need to take this information so we have a record of who we have offered advice to and what has been discussed in the event of any claim against our service. Our service standards also cover this more comprehensively. The next section outlines what data we take.
- All booked appointments will receive a digital appointment confirmation with the appointment time and date and an offer of an SMS text reminder. This confirmation also directs to this Privacy Policy. We

use a third-party text reminder service called *TextAnywhere* provided by TA and MB Ltd. This is a completely optional service. Anyone requesting this service is asked to provide consent, again physically or digitally. This provides us with the legal basis for passing on the mobile phone number data onto the third-party provider. **NB: TextAnywhere is currently unavailable during the Coronavirus pandemic/remote home working.**

- **Web forms** – as mentioned above, when you complete a web form you will be asked to acknowledge the data you have entered is held/stored by either NUSU, the SAC or both before you submit. This will be in line with NUSU Privacy Policy. Where the web form does not request any personal data but contains free text boxes, you need to be careful to ensure information you submit does NOT contain personal data especially if the form is intended to be anonymous.
- **Clinics** – the SAC facilitate specialist clinics from time to time. The clinics are responsible for their own personal data handling unless an arrangement is made with the SAC to hold data.
- Our legal basis (reason) for taking, storing and processing your personal data is:
 - a. **Client/cases/Report and Support disclosures & reports/ Volunteer Applications: Legitimate Interest.** We need to take this so we can: verify you meet the conditions of access; identify if a conflict of interest exists or arises; check the issue you are presenting is something our service can help with and we are aware of necessary facts and information in order for us to advise and support fully whilst also considering safeguarding and wellbeing. It also acts as a chronological record on how and what you have been advised in the event of confusion/complaint or claim.
 - b. **Surveys** - NUSU and the SAC conduct surveys to improve service provision for students. Any data gathered in a survey is done so under **Legitimate Interest**.
 - c. **JISM@il Groups** – where staff members have administrator/ownership of JISCM@IL groups and are controller of the subscriber data, this is taken on the basis of **consent** as it for a subscriber to opt in by requesting membership. All subscribers are issued links to JISCM@il data security and privacy policy information on their subscription confirmation email, the group list area and have the 'Unsubscribe' option on all email communications.
 - d. **Special Category Data** – where we process special category data, such as disability, health needs and nationality, this is an 'optional' request on our client sheet. Provision of this is regarded as **consent** and is held on the basis of there being a **Legitimate interest**.
 - e. Staff information and data – **Contract**.
 - f. Student Volunteers information and data – provided through web forms in the application process and any additional information held in the course of volunteering this is held on the basis of there being a **Legitimate interest**.
 - g. **Appointment SMS text reminder service** - via *TextAnywhere* – the legal basis for taking and passing on your mobile telephone number to our preferred provider for text reminders is one of **consent** on your part. We ask you if you require this and you have to opt in to be given this.
 - h. **Webinars** – the SAC may offer webinars for students/staff/volunteers on a variety of subjects or training. These webinars are offered through webinar software, currently through *Zoom*. These are offered out by web-linked invitation via email and social media. Acceptance of the invitation means students accept the Terms of Service of the software provider. Webinars will often be recorded, and this will be made clear on the invitation and at the start of any webinar. Participants will be required to provide their name and/or email address. If the participants name needs to be displayed it can usually be edited to the participants preferences. Any interactivity including chat by participants will also be captured on any recording. This data will also be held by the software provider and the SAC for the purposes of non-case specific advice. The SAC take this on the basis of implied consent and retain on the basis of Legitimate Interest as it would be counterproductive to record for the purposes of the many only to delete on the request of any individual. You can also check the privacy policies of any respective software provider as to how they collect/store data and recordings. If you access these events through your University

accounts/applications, you will need to be aware of their privacy documents and Account Terms of Use accessible via <https://myaccount.microsoft.com/settingsandprivacy/privacy>

How we protect your data & who has access to it

NUSU is **not** a department or service of Newcastle University. NUSU is a distinct organisation and charity. Some information is shared across the two organisations. The data held by the SAC is never shared without consent or unless there is a legitimate interest such as safeguarding or compliance with the law.

Intentional Breach of Data Protection and Confidentiality/Anonymity will only occur **by exception**: where we are required to release this information by law, and where it is in the interests of safeguarding either you, others or minors.

Otherwise all personal data/case notes and associated documents are held in strict confidence and in line with our Service Standards. If we need to release any information to a third party we will only do so with your express consent and this will be sought on each occasion. We will not provide your personally identifiable data without consent to any third party other than in the circumstances identified above.

NUSU is an inclusive organisation that represents, supports and provides activities and services for all registered students. The SAC service is offered regardless of age of the student. However, the information on our website is written with the perspective of adults over the age of 18, therefore any advice for students under that age would have to be via appointment only i.e. INTO students. The service will not be offered to under 16 years olds. We ask for date of birth on the booking form and for students to highlight if they are under 18. When the client record is created on the service case management software it will also identify if the client is under 18. The client will then be contacted by the administrator to explain in further detail about how their data is collected and stored. The Adviser will confirm with the client at the first appointment that they understand this. The SAC's advice and guidance is made with regard to the [NUSU Policy for the Safeguarding of Children and Adults at Risk](#)

All SAC staff have secure password protected (encrypted) log-ins to Newcastle University servers through either a named email account or a role account. This provides access to Microsoft Office Suite which is predominantly used to store/process some personal data. The SAC has secure service drives on the Newcastle University servers which SAC staff, Volunteers & Digital and Communications staff have access to as where relevant and appropriate to their position (e.g. SAC Managers are the only staff who have access to the Management Drive ; all SAC staff have access to the Shared and Volunteer Management Drive; Volunteers only have access to the Volunteer drive). All SAC staff can access the full case management system. The service also use cloud based servers through Advisers Microsoft365 accounts. Advisers may save client data/documents to these accounts but do not share client documents/data between the team. Clients whose documents are sent via these platforms – typically by uploading to Microsoft Teams or Zoom chat, will be uploaded to our case management software and deleted from the chat. The chat itself cannot be deleted. All manual files are held in lockable filing cabinets or cupboards. In the event of a complaint or issue beyond the capability of an Adviser, the Senior Advisers would access the client / case record. All cases can be handled by any of the Advisers.

Staff data and working records are held on secure password protected (encrypted) Newcastle University servers. The data access is ring-fenced to staff with responsibility for storage of HR documentation or with management responsibility.

SAC student Volunteer data and information is on secure password protected (encrypted) Newcastle University servers. This may have been received via the various NUSU web forms and then exported. The data is ring fenced to NUSU SAC and Digital and Communications staff.

Third parties - The SAC may choose to use the services of third parties in order to enhance or support the service provision. Below we have identified the third parties currently used.

Where your data is and who has access to your data?

The Data Controller is NUSU. The Data Controller can request access to **all** data across the organisation. NUSU as a whole organisation does not have access to the SAC student data or student client's case notes

The SAC uses services from a variety of providers/third party processors, to assist in its provision and function. We currently use:

- **Advice Pro** - a fully managed, secure (encrypted) web-based case management software system with password controlled log on to keep your data safe. Supplied by our licencing body *Advice UK*, and provided by their associate company **ACM Solutions Ltd**, for storage of client details and case notes. Links are provided here to the privacy policies of both [Advice UK](#) and [ACM Solutions Ltd](#). You can find links to their respective terms and conditions at the bottom of their privacy policy pages. SAC staff and the staff at ACM Solutions Ltd and Advice UK can all access and process the data. *ACM Solutions Ltd* store and process the data for the SAC. They have to request SAC consent to access any client/case file in order to provide technical support. They store the data on their own servers housed at *Bright Solid*.
- Microsoft Teams (MT) and Zoom are the current software of choice for offering a remote service to student clients. Clients have the options of chat, audio or video call. The latter two options are not recorded by the SAC but a synopsis of the discussions is made in the case notes instead. With any appointment opening chat and chat appointment option, the transcript is copied and stored on Advice Pro – see above. The transcript is also held on MT indefinitely. Any document/image/upload shared by the client will be saved and uploaded to the service case management system and deleted from the chat record. This prevents uploads being on the advisers sharepoint folder.
- **TextAnywhere** (TA and MB Ltd) for sending an SMS text reminder of appointments. Only the client's mobile telephone number is provided. The mobile number is kept by *TextAnywhere* for 365 days before being permanently deleted.
- **MSL** web forms for surveys, feedback and volunteer applications – these can be accessed by NUSU Digital & Communications staff and the SAC. See the [NUSU Privacy Policy](#) for details.
- **Jotform** for our client booking web form. These forms are directed to the SAC central role account student-advice-centre@ncl.ac.uk. They are processed by SAC staff and SAC Student Volunteers. **Jotform** for our '[Report and Support](#)' disclosure and reporting web form. The report and support forms are directed to the SAC Adviser email accounts only. Both forms can be accessed by appropriate NUSU Digital & Communications staff when required.
- **Microsoft Office** (Outlook, Word and Excel) have encrypted staff login and drive log in.
- Newcastle University Drop Off Service – allows us to share encrypted confidential files with external partners. Consent will have been sought in all cases beforehand.
- **NUSU Managed, Newcastle University service drives** – are ring fenced to the respective service staff and have encrypted staff login. Staff are required to lock their PC's when away from them.
- **JISCM@il** – where we act as owner/administrator of a group and using this third-party provider we do so on the basis of consent. We configure the group with Private Archives so only the group can access the email discussion content. You can read JISCM@il's [Service Policies](#) and [Privacy Policy](#).
- **Third Party external Clinics** – clinics are responsible for their own personal data handling /storage.
- Any staff data and information is on secure password protected (encrypted) NUSU **Managed, Newcastle University** servers or locked filing cabinets within either service areas or the main administration office. The data is ring fenced to staff with responsibility for storage of HR documentation and management responsibility. Student Volunteers information is held only within the SAC and accessible only by SAC staff.

In all relevant cases above, NUSU has either sought data processing agreements which specify how the organisation is GDPR compliant and that they will not share data without our consent and have secure storage of data and safeguards in place or the company has provided sufficient assurance through their own terms and conditions and data policies.

What data we request

Below is a table of the data we take. We have the right to alter this data from time to time and this SAC Privacy Policy will be updated to reflect any changes. Changes will not be applied retrospectively.

We may ask for 'special categories' of personal data as defined in the EU General Data Protection Regulation (GDPR) 2016 - for example, questions relating to your health / disabilities so we can provide adjustments in order to offer you a service and ensure the advice delivered takes any relevant factors into account.

In respect of case note content this can constitute special category personal data and is very specific to the case and can include medical details/records, financial records and transactions, personal ID's, third party information is only held for the purpose of dealing with the case. Only details relevant to the case will be held:

Which Data? (Green also applies to BESS clients up to June 2017)	Why	Personal Data/Special Category Personal Data
Surname/family name	Means of identification	PD
First names	Means of identification	PD
Title	Means of address	No
Date of Birth	Means of identification/Monitoring/Statistical purpose	PD
Academic Status	Monitoring/Statistical purpose	No
Mode of study	Monitoring/Statistical purpose	No
Stage of Study	Monitoring/Statistical purpose	No
Addresses	Means of identification/contact	PD
	Means of identification/contact	PD
Student Number	Means of identification/monitoring	PD
Telephone/mobile numbers	Means of identification/contact	PD
Uni/other email	Means of identification/contact	PD
Preferred means of contact	Preferences	No
Caring/dependent responsibilities	Monitoring/Statistical purpose/Advice provision	PD
Whether message can be left	Preferences/Safeguarding	No
Gender identified with	Monitoring/Statistical purpose/ Means of address	No
Fee status	Monitoring/Statistical purpose/Advice provision	No
Nationality	Monitoring/Statistical purpose/Advice provision	SCPD
Subject studied/Course	Means of identification/monitoring/Advice provision	No
Length of Course	Means of identification/monitoring/Advice provision	No
Stage of Study	Monitoring/Statistical purpose/Advice provision	No
School	Means of identification/monitoring	No
Faculty	Means of identification/monitoring	No
Degree Status	Monitoring/Statistical purpose/Advice provision	No
Health/Disability	Service Provision /Monitoring/Statistical purpose/Advice provision	PD
Campus	Means of identification/monitoring/Advice provision	No
Nature of Enquiry	Service Provision/Adviser Allocation/Advice Provision	No
Appointment type	Service Provision /Monitoring/Statistical purpose	No
How a student found out about the SAC	Monitoring/Statistical purpose	No
Previous use of service	Monitoring/Statistical purpose	No
Case note content	Advice Provision - Follow up/Casework/Evidence	PD/ SCPD
Documents in multiple formats	Advice Provision - Follow up/Casework/Evidence	PD/ SCPD
Photographs	Advice Provision - Follow up/Casework/Evidence	PD/ SCPD
Recordings	Advice Provision - Follow up/Casework/Evidence	PD/ SCPD
Conflict of Interest names	Advice Provision	PD
Landlord details	Advice Provision /Monitoring/Social Policy Work	No
Agent Details	Advice Provision /Monitoring/Social Policy Work	No
Third party interest details	Advice Provision	PD
Social Issues	Service Provision / Safeguarding / Support	PD/ SCPD

Printed name & Signature	Means of identification	PD
SAC Volunteers		
Name	Means of identification	PD
Address	Means of identification	PD
Emergency contact details	In case of Emergency	PD
Health issue / Disability	In case of Emergency / For adjustment	SCPD
Mobile Number	Means of identification/contact	PD
Subject studied/Course	Means of identification/monitoring	No
Stage	Monitoring/Statistical purpose	No
Personal Statement	Means of recruitment	No
Photos	Means of Identification/Promotion of volunteering activity	PD
Printed name & Signature	Means of Identification	PD
It Happens Here		
Name	Means of identification/contact	
Email	Means of identification/contact	
Phone Number	Means of contact	
SAC Staff		
HR related Documents	Management – PDR/Sickness/Supervision	PD
Evaluation		
Home / International	Monitoring/Statistical purpose	No
Gender identified with	Monitoring/Statistical purpose	No
Degree Status	Monitoring/Statistical purpose	No
Matter Category	Monitoring/Statistical purpose	No
Adviser	Monitoring/Statistical purpose/Training/Complaint handling	No
Multiple opinions	Monitoring/Statistical purpose/Training/Complaint handling/Revise provision	No

Your Individual Rights (see below) in respect of the data the SAC take are supported by this document:

- The right to be informed** - about the collection and use of your personal data. Including our purposes for processing your personal data, our retention periods for that personal data, and who it will be shared with.
The right of access – to confirm your data is being processed and what personal data and supplementary information is held. This allows you to be aware of and verify the lawfulness of the processing. We will respond to a data subject access request within a month of your request and have up to 3 months from our response to share this information with you but will always endeavour to do this sooner, typically within 2 months from your initial request. Please make a request to the NUSU Data Processor. This is free of charge dataprotection.union@ncl.ac.uk
- The right to rectification** - within one month of request to have inaccurate personal data rectified or completed if it is incomplete. Please let us know and we will remedy within the time frame and notify you when this has been done.
- The right to erasure** - the right is also known as ‘the right to be forgotten’. The right is not absolute and only applies in certain circumstances. We have a Legitimate Interest to refuse this until after a six year period whereby any civil action either in connection with your case or in respect of any claim against us, would be statute barred. Beyond that date we routinely and automatically archive (erase) student data.
- The right to restrict processing** – requests made verbally or in writing for the restriction or suppression of your personal data. This is not an absolute right and only applies in certain circumstances. When processing is restricted, personal data may be stored but not used. Please let us know and we will notify you when this has been done.
- The right to data portability** - allows you to obtain and reuse your personal data for your own purposes across different services - to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way, without hindrance to usability.
- The right to object** – to processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling); direct marketing (including profiling); and processing for purposes of scientific/historical research and statistics.

Breaches of Data Protection

GDPR introduced a duty on all organisations to report certain types of personal data breach to the Information Commissioners Office with 72-hour of coming aware of the breach. If a breach occurs NUSU will use the ICO's online self-assessment tool to determine if the data breach should be reported. This process will be managed by NUSU's Data Protection Officer (Dir of Digital and Communications). Please also refer to our Separate Confidentiality and Data Breach Policy

Further information on what these rights are can be found on the [Information Commissioners Office website](#)

Duration of Data Storage / Restriction. Rectification and Erasure

Duration of Storage & Erasure

Each September the SAC run an archive report instructing ACM Solutions Ltd to archive any personal data/cases notes following 6 years from closure or last case activity from the Advice Pro software. This means that once deleted a data subject will no longer be able to return to the service for a record of their case or make an enquiry relating to their case. Only demographic information is held indefinitely.

Please Note: Although data subjects may wish for their data to be removed we have a Legitimate Interest to refuse this until after a six year period whereby any civil action either in connection with your case or in respect of any claim against us, will be statute barred. Beyond that date we routinely and automatically archive (erase) student data.

Each August following the end of the Academic Year the SAC staff will erase any communication from Outlook Email older than 6 years from the end of the Academic Year.

Each August following the end of the Academic Year the SAC staff will erase any personal/data information older than 6 years from any SAC service drives on the NUSU servers. No student personal data or information will be held on any staff member hard drive. The Massage clinic client forms are deleted from the Service Drive after 3 years. Staff information held on the SAC management drive will remain for 6 years beyond a term of employment. Staff references are therefore only able to be provided for up to 6 years.

Each August following the end of the Academic Year the SAC staff will shred/dispose via confidential waste collection, any manual paper files/documentation held in the service

Any data taken online via *MSL*, *Jotform* in the form of reports/surveys/applications is collected in line with the [NUSU Privacy Policy](#)

SAC staff will shred/dispose via confidential waste collection, any manual paper files/documentation held in the service

Staff information will be held for the duration of their contract and 6 years beyond.

SAC Volunteer personal data and information will be held for 3 years only. For this reason we will only be able to confirm if you have volunteered and what this entailed for 3 years following the end of your volunteering with the service.

TextAnywhere keep your mobile phone number archived for 365 days before permanent deletion.

Feedback

If you have any queries or problems with regard to this Privacy Policy or the uses to which the SAC puts your personal data/information, please contact the SAC Senior Advisers via the [Student Advice Centre](#).

Ruth Gibson and Jill Lincoln
Senior Advisers and Service Managers
[Student Advice Centre](#) - www.nusu.co.uk/

01912393979 (not in use during Coronavirus)

student-advice-centre@ncl.ac.uk

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