

## **Important Privacy Information**

### **7 key aspects to be aware of**

- In order to arrange an appointment/use the service you will be required to provide us with some personal data. The legal basis for processing most data is under Legitimate Interest and some is provided under Consent. Our privacy policy identifies which.
- At the appointment and beyond we might ask for more/updated information and data in the event of further appointments/case development.
- We might ask for special category data such as health and disability data. This data will be used only for the purposes of providing the appropriate support and services.
- We take this data so we can verify your right to access the service, assist you with your case, gather demographic information regarding our service users, understand why you use the service and about the types of cases you present.
- We generally keep the data for 6 years from the last interaction with the case management software before being auto-archived (deleted) – much of our work could be considered civil matters which can be put before a court up to a 6-year period. We also need to keep it for insurance purposes.
- Your data is only shared with the NUSU Student Advice Team unless we have a legitimate reason to share this such as if you make a complaint, you or someone else is at risk or for legal compliance. We will explain to you when this is being shared.

Your generally have 8 individual rights under the Data Protection Act 2018 although these are not all absolute:

- **The right to be informed.**
- **The right of access**
- **The right to rectification**
- **The right to erasure/right to be forgotten.**
- **The right to stop/restrict processing**
- **The right to data portability**
- **The right to object**
- **Rights in relation to automated decision making and profiling**

We do not collect this data under any statutory requirement to do so.

If you require the detail about your rights in respect of our service please refer to the full [Student Advice Centre Privacy Policy](#) which is written in conjunction with the wider [NUSU privacy policy](#). If you have any queries or concerns, please contact the service managers Jill Lincoln or Ruth Gibson on [student-advice-centre@newcastle.ac.uk](mailto:student-advice-centre@newcastle.ac.uk) or data enquires or complaints can be sent to the [dataprotection.union@newcastle.ac.uk](mailto:dataprotection.union@newcastle.ac.uk)

### **Contact us:**

**Newcastle University Students Union (NUSU) Student Advice Centre**  
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