

Disability Service PRIVACY STATEMENT - WHAT WE DO WITH YOUR DATA

Your Personal Data

We, the Disability Service at the University of Glasgow, will be the 'Data Controller' of your personal information. This means we will have ownership and responsibility of the information you provide us. We will be collecting your personal information, such as your name, email address/contact details and, where relevant, more in-depth personal information classed as "special categories data" (such as disability and other health data) in order to provide appropriate support during your time of study with us. We will only collect data that is required to provide our services to you.

The information below provides further detail on each of the categories of data that we collect, why we do so and what we do with it. It should be read by anyone engaging with the Disability Service at the University of Glasgow either as an applicant or current student.

Legal basis for collating and processing your data

We must have a legal basis for collating and processing all personal data. In this instance, the legal basis is:

- Contractual – In order to provide appropriate services to you, the teams within the Disability Team will need to gather "special categories data" in relation to your mental or physical health and/or disability. They are therefore required to collate and process information about you.
- Explicit Consent – You are asked to complete a registration form and submit evidence of your disability to first register with the Disability Service. By doing so you are providing the Disability Service consent to process your data in accordance with this privacy notice.
- Legal obligation– In order for the University to meet its legal obligation in regard to disability support (Equality Act 2010), we require students who access the Disability Service to provide supporting evidence of their condition/disability which will be kept as part of their records. This information is retained and processed by the Disability Team and is not accessible by other staff members in the University. It is used to inform the Needs Assessment process to allow the identification of appropriate support. Failure to provide this information may reduce the capacity to provide support.

What types of data we collect and why we need it?

We collect information relating to any disability you may have to ensure that adequate support is provided during all contact with you, for example what support you have received in school, college or on the University campus, or online. You will be asked to provide medical/documentary evidence to accompany your Disability Service registration form. We need this information to allow us to carry out a Needs Assessment to ascertain what support is appropriate for you on your course. This medical evidence is securely stored within the Disability Service record system and is only accessible by staff within the Disability Service.

- We require an e-mail address and telephone number to allow us to contact you with important information such as making initial appointments and to make you aware of any changes to or information you need to know about the service.
- Your name, date of birth and Student ID number will allow us to identify you amongst applicants and students at the University.
- You will be asked which funding body you are aligned to, this is to help your Disability Adviser understand which funding you may be eligible for during your studies.

It is beneficial for us to have this information in advance of any application you may make to the University of Glasgow for the following reasons –

- To allow us to provide appropriate support from the point you have been made a firm acceptance of an offer to study and/or throughout your time studying at the University of Glasgow.
- To allow us to determine when would be the best time to begin discussions around potential support for you at the University.

What we do with your data and whom we share it with?

Personal data, and other information relating to your engagement with the Disability Service may be shared with the following areas. You will notified in advance of any sharing of information –

- Members of staff within your academic department, to advise them of the support in place for you and making recommendations as to how they can support you. This information is held in a “Disability Report” which is hosted on MyCampus. You will be asked for explicit consent before it is made available to UoG staff who are involved in delivering your course (including class tutors, adviser of studies, Disability Coordinators and programme administrators).
- Your relevant funding body. If it is determined from your Needs Assessment that there is a requirement for additional funding to provide your support, we will need to make an application to your funding body. This application will detail the reasons for and nature of the support required. Any application to a funding body will need additional explicit consent from you before it can be sent.
- Approved IT suppliers – Concept Northern are the current Disability Service approved IT supplier. If it is determined from your Needs Assessment you need access to specialist equipment for your studies (that the University cannot readily provide) it may require passing of your contact information to the supplier, Concept Northern, to enable them to supply this. If this is required, you will be asked for explicit consent to provide them with your preferred contact information.
- Providers of NMPH support which can be either internal or external to the University. These can include LEADS, CAPs or organisations such as Clearlinks and/or the National Autistic Society. It will be explained clearly in advance who your data will be shared with before it is passed.
- Assistive Technology Tutors at the University. You may be recommended to attend an IT evaluation or training on the use of assistive technologies. As a result, it is essential that we provide details of the recommendation to the tutor in advance of your appointment to allow the tailoring of this session.
- Educational Psychologists working for the University, if it has been agreed that you require further assessment (SpLD) to gain the evidence needed to access Disability Service support. You will be asked to complete an additional screening form which will form the basis of this assessment. Only the information that you complete on these forms will be passed to the Educational Psychologist.
- University residential staff. If you are staying in University accommodation and it is identified through your Needs Assessment that additional support may be required, it is important we are able to articulate this to colleagues in this area to expediate the introduction of this support. Only information relevant to accommodation will be shared. Your Disability Adviser will discuss this with you if it is required prior to any sharing of information.
- Counselling and Psychological Services (CAPs) – Where students work between both the Disability Service and CAPs, we in very limited circumstances, may need to discuss a case jointly to ensure coordinated support. You will be told in advance where this discussion is required and

what it will involve (such as Mental Health Adviser support). Please note the Disability Service will not ask for details of confidential sessions with a counsellor.

- Library staff – Where support is identified, and agreed, in the use of library facilities, limited information about the support needed will be shared with appropriate library staff who will be engaged in delivering this.

Any data included in reports for the Scottish Funding Council, the Scottish Government, Local Authorities or other funders, to help us understand the success and determine the effectiveness of our work, will only be done so anonymously and as part of a total amount, so you will never be identifiable.

The University is required to submit statistical data to HESA each year on the number of Disabled Students at the University. Any data will be anonymous and you will not be identifiable in this.

Your data may also be used anonymously and as part of a total amount by the University of Glasgow Student Wellbeing and Inclusion staff to evaluate the impact and performance of our provision.

We will only collect data that we need in order to provide and oversee the above services to you.

How long do we keep it for?

Your data will be retained by the Disability for 7 years after (whichever is sooner):

- Your last contact with the service or
- Termination of your studies.

After this time, data will be securely deleted and any paper files will be destroyed.

What are your [rights](#)?*

You can request access to the information we process about you at any time. If at any point you believe that the information we process relating to you is incorrect, you can request to see this information and may in some instances request to have it restricted, corrected or, erased. You may also have the right to object to the processing of data and the right to data portability.

If you wish to exercise any of these rights, please submit your request via the [webform](#) or contact dp@gla.ac.uk.

*Please note that the ability to exercise these rights will vary and depend on the legal basis on which the processing is being carried out.

Complaints

If you wish to raise a complaint on how we have handled your personal data, you can contact the University Data Protection Officer who will investigate the matter.

Our Data Protection Officer can be contacted at dataprotectionofficer@glasgow.ac.uk

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO)

<https://ico.org.uk/>