

Matters of Student Contention¹

Your personal information

The University of Lincoln collects personal information about you when you decide to access the University's internal student contention processes. We use this information to facilitate relevant process. This notice explains more about how we use your personal information. This notice explains more about how we use your personal information.

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What information we collect about you

We collect information about you when you engage with University's student contention processes, which are facilitated by the University's secretariat department. You must complete the relevant student contention forms. These forms will ask you to provide a range of information to allow us to verify your identity and accurately access information required to progress the applicable contention procedure.

We ask you to provide us with your contact details so that we can keep you updated, formally notify you of outcomes and/or request more information. Your email address will allow us to give you access, where appropriate, to a secure electronic platform to allow you access to relevant information, including outcome letters.

Your enrolment number is an essential piece of information which allows us to verify who you are and access other relevant information such as, for example, your results transcript.

As part of the contention process you may provide supporting evidence, which is submitted by you to the University and will processed for the purposes of progressing the particular contention procedure you have submitted it as evidence for. This type of evidence will vary

¹ The term 'student contention' is used to include a request for a Review and Appeal against the decision of a Board of Examiners, appeal against the termination of enrolment on the grounds of attendance, appeals against the decision of the Academic Offences Committee, appeals against the decisions of the Extenuating Circumstances Panel and complaints made through the Student Complaints Procedure.

for each student contention case, but could include, but, not limited to, medical evidence relating to you, or another. By submitting any special category personal data (information which reveal racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data or biometric data for the purposes of uniquely identifying individuals, data concerning health, or data concerning an individual's sex life or sexual orientation), you are explicating consenting to the University processing this information for the purposes of managing the contention matter in which you have submitted the information.

How we use your information

We collect information about you to facilitate the student contention process. Access to the information you provide will be restricted to those who require the information² and is delivered through a secure platform, encrypted or password protected.

Your contact information and enrolment number will be used to verify your identity, access your student record, and communicate with you throughout the process.

Where you have made a request for a Review and Appeal against a decision of the Board of Examiners, your student record will be updated to record this and we will notify the Student Administration team of the outcome of each stage of process so that they may, where appropriate, record any changes to your position, including, for example, an additional opportunity for reassessment.

The documentation submitted by you in support of your student contention matter, will be used to consider the matter raised by you to the University of Lincoln

During the student contention process, we will also capture information around ethnicity, age group and gender which is anonymised and used purely for statistical analysis.

Your information will only be used to process your complaint, review or appeal, on the legal basis of contractual necessity (i.e. we cannot process your request without processing your data), and Legitimate Interests. Any special category personal data will be processed on your explicit consent.

The University occasionally uses cookies and other technologies on its website that collect data about you when you use them. Where this occurs further information will be available in a cookies policy. The cookies policy for the University website can be found here: <http://www.lincoln.ac.uk/home/termsconditions>

Information we may share with other organisations

The University will provide the Office of the Independent Adjudicator for Higher Education (OIA) with all the documentation relating to your student contention where your application to them for an independent review has been accepted.

The University may, in certain circumstances, share information about your complaint with the University's insurers.

We use a number of suppliers who process personal information on our behalf. These include suppliers of software services. These act strictly on our instructions and must not use the information for their own purposes.

² Identification of those require to have access will be dependent on the process and stage of the process in question and is detailed within the relevant sections of the University General Regulations relating to the process in question.

In exceptional circumstances we may be asked to share your information with police or other investigators if it would prevent or detect crime or safeguard a person's wellbeing. Each instance will be judged on its own merit and any sharing of information will be done within the law.

How long we keep your information

We will retain the information we hold about you in line with the University's Record Retention Policy which is for 6 years from the last action taken in relation to the complaint.

Accessing your information and other rights

You have a number of rights relating to your personal information. These include:

Access You have the right to request a copy of any personal information we hold about you.

If you would like a copy of any of your information please contact the Information Compliance team on the details below. The team will process your request within a month.

Portability If you have provided information on the basis of your consent or for a contract then you can request a digital copy so you can send it to another organisation.

To request a copy please contact the Information Compliance team on the details below. The team will process your request within a month.

Correction If any of the information we hold about you is incorrect or incomplete then please let us know. You have the right to have your information corrected so that we hold accurate records about you.

Erasure This is also known as the right to be forgotten. You can request that your personal information is erased if it is no longer necessary for the University to keep it, or you withdraw consent that you have previously provided, or you object and there is no overriding grounds to keep it or if it is unlawful to continue to keep it.

Restriction You can request that the use of your personal information is limited to storage only and that we use it for no other purpose. This applies where you contest the accuracy of the personal information we hold, or our use of the information is unlawful, or we no longer need the information except in relation to legal claims, or you object to the use of your data and we need to verify whether or not our purpose for keeping it overrides the grounds of your objection.

The Information Compliance team can be contacted by email on compliance@lincoln.ac.uk or by post at: Information Compliance, Secretariat, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

How to object or withdraw consent

If you object to our use of your personal information then we must stop unless we can demonstrate compelling legitimate grounds for continuing. Please contact Secretariat at secretariat@lincoln.ac.uk and explain your objection.

If you have provided your consent for the use of your personal information then you can withdraw this consent at any time. Please contact Secretariat at secretariat@lincoln.ac.uk

How to contact us

For general enquiries please call 01522 88 2000 or write to University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

You can find contact details for individual teams and staff by visiting <http://staff.lincoln.ac.uk>.

If you have a query about your personal information rights then please contact the Information Compliance team by email on compliance@lincoln.ac.uk or by post at Information Compliance, Secretariat, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

How to complain

If you feel that we have let you down in relation to your information rights then please contact the Information Compliance team by email on compliance@lincoln.ac.uk or by post at Information Compliance, Secretariat, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS.

You can also make complaints directly to the Information Commissioner's Office (ICO). The ICO is the independent authority upholding information rights for the UK. Their website is ico.org.uk and their telephone helpline number is 0303 123 1113.