

## Open Door - Privacy Notice

This notice explains why we will collect and use your data. It should be read in conjunction with the main University of York Privacy Notice for information about how the University uses your data in other circumstances, please read the [Student Privacy Notice](#).

The University of York is the [Data Controller](#) for data collected or used by Open Door. The University is registered with the Information Commissioner's Office. [Our registration number](#) is Z4855807.

### What data do we have?

We collect, store, and use the following categories of personal information about you:

- Personal contact details such as name, title, addresses, telephone numbers, student number and personal and UoY email addresses;
- Date of birth;
- Gender;
- Who you have given us permission to communicate with (if applicable);
- Your department;
- Your year of study;
- Your level of study;
- The date you first contacted us;
- Dates of appointments;
- Your feedback about your experience of the service.

We may also collect, store, and use the following "special categories" of more sensitive personal information:

- Information about your health, including any medical condition, case notes, medication you are taking, your presenting and emerging issues / symptoms, health and sickness records.

### What is our legal basis for processing your data?

There are various legal bases for our use of your information. Here is a brief explanation of the key legal bases under which we use your data:

- Where you have given consent to the process;
- Performance of your student contract - to enable the University to meet its commitments to you by providing support;
- To monitor equality and diversity;

### How do we use your data?

We use your data to provide support for you effectively. This includes making recommendations for further support, advising you on other sources of support.

### Who do we share your data with?

When you register with Open Door we will ask you for permission to share information about you, the areas we may share data with are summarised below

- Support to Study - if there are concerns about a student's fitness to study, attend and fulfil academic progress requirements
- Campus Safety - if staff need to be informed of a medical condition that might require an emergency response
- Students of Concern meeting - if there are concerns about a student

In certain cases, we may need to share information with the following organisations. We would discuss this with you and obtain your permission at that time:

- Health professionals you are in contact (e.g. GP, Consultant or other medical professional)
- Other services such as adult services and social care agencies

### **Exceptions**

In certain exceptional circumstances (such as where there is an immediate and serious threat to your personal safety or to the safety of others), we may disclose your information without your permission.

### **How do we keep your data secure?**

The University takes information security seriously and has implemented appropriate technical and organisational measures to protect personal data and special category data. We don't ask you for data we don't need and only give access to people who need to know. We think about security when planning projects to ensure appropriate protections are in place. Our IT security team checks regularly to make sure we're taking the right steps. For more details see [our security web pages](#).

### **How do we transfer your data safely internationally?**

In certain circumstances, it is necessary to transfer your Personal Data (including Special Category Data) outside the UK. In respect of such transfers, the University will comply with our obligations under UK GDPR and ensure an adequate level of protection for all transferred data.

### **How long will we keep your data?**

At the University of York, personal information including sensitive personal data is stored securely by Open Door for 7 years before it is disposed of confidentially.

### **What rights do you have in relation to your data?**

Under the GDPR, you have various rights i.e., a [right of access to your data](#), a right to rectification, erasure (in certain circumstances), restriction, objection or portability (in certain circumstances). You also have the right to withdraw your permission either to the sharing of your data or to the holding of your data at any stage by contacting Open Door.

### **Questions or concerns**

If you have any questions or concerns about this privacy notice or concerns about how your data is being processed, please contact the Operations Manager in the first instance at [opendoor@york.ac.uk](mailto:opendoor@york.ac.uk). If you have further questions, please contact the University's Data Protection Officer:

- By email at [dataprotection@york.ac.uk](mailto:dataprotection@york.ac.uk)
- By post to: **Data Protection Officer, University of York, Heslington, York, YO10 5DD.**

### **Rights to complain**

If you are unhappy with how the University has handled your personal data, please contact our Data Protection Officer using the details above, so that we can try to put things right.

If you are unhappy with our response, you have a right to [complain to the Information Commissioner's Office](#):

- By using the [Information Commissioner's Office online complaints form](#)
- By post to **Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF**
- By phone on **0303 123 1113**

### **Changes to our privacy notice**

We keep our privacy notices under regular review. This notice was last updated on 5th March 2024

If there is anything you are unclear about please contact us in the first instance and we will be happy to answer any queries you may have.

If you have any concerns with regards to the way your personal data is being processed, or have a query about this Privacy Notice please contact the Operations Manager at Open Door, Sally Baldwin Block B  
[opendoor@york.ac.uk](mailto:opendoor@york.ac.uk)