



University of
St Andrews

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University Privacy Notice: Report and Support

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Contents

1	Purpose	4
2	Confidentiality	4
3	How do we collect your personal data, and how will that be used?	5
3.1	Report and support	5
3.2	Anonymous disclosure	5
3.3	Named disclosures.....	5
4	Using your personal data lawfully: the lawful bases for processing personal data, personal data with special characteristics, and criminal offence data	5
5	Who will make use of your personal data?	6
5.1	Within the University	6
5.2	Outside the University	6
6	How long will the University make use of your personal data?	6
7	How will the University protect and secure your personal data?	6
8	The right to lodge a complaint with a supervisory authority	6
9	Revision of the Privacy Notice	6
10	Availability	7

1 Purpose

This privacy notice explains how the University will:

- Maintain the confidentiality of details disclosed;
- Use the details provided; and
- Set out the circumstances when details will be shared with others, while maintaining confidentiality.

This privacy notice is specific to the University's Report and Support Web based function/tool, and summarises the key elements of how details provided will be used and protected. Please refer to other University privacy notices for more details, such as the data protection rights available and when those may be available: <https://www.st-andrews.ac.uk/terms/data-protection/>

2 Confidentiality

The University will keep the details individuals provide confidential – however, confidentiality does not always mean that the University is obliged to keep a secret. The University has a duty of care, which extends to all students, staff and our community. This Duty of Care requires that personal details may be shared if the shared details indicate that someone may be at risk – be that their physical and/or mental wellbeing. The sharing of details may be within and outside the University to protect the individual who made a report and/or others.

When details are shared, the University will, if possible, inform the individual who made the disclosure first, however, that may not always be possible. Any details shared will be the minimum necessary to meet the University's duty of care.

Where an individual makes a disclosure, and includes their contact details, and asks that the University takes action, elements of that disclosure and the identity of the person making that disclosure may be shared with the Proctor's Office, Academic Registry and/or Human Resource Services who are responsible for formal disciplinary proceedings. Where formal proceedings progress, details may be shared further, within the confidentiality of those proceedings e.g. with an investigating officer. The Data Protection laws provide individuals with a right of access to their personal data. Where an individual makes a disclosure, which identifies them and others, elements of those details can be the personal data of the individual who made the disclosure and any other parties referred to therein. As a disclosure is made in confidence the personal data of the individual making the disclosure will normally be protected. However, there are circumstances where that may not always be possible e.g. when a formal process is engaged and another party is informed of the disclosure, its details and who made that.

If you have any questions or concerns about confidentiality, privacy and/or data protection, please contact the Report and Support team on either peoplestrat@st-andrews.ac.uk or theasc@st-andrews.ac.uk, the team liaise with the University Data Protection Officer on a no names basis.

If you make an anonymous report, the details of your disclosure will not be your personal data; for data to qualify as personal data it must be linked to an individual who can be identified from those data.

3 How do we collect your personal data, and how will that be used?

3.1 Report and support

Where a disclosure is made, those details pass into the University's report and support service – this is a secure website, managed on the University's behalf by **Culture Shift** (www.culture-shift.co.uk/) .

The University has a contract in place with **Culture Shift**, who is obligated to only use those details to provide the Report and Support Service, to protect the details provided and to maintain the confidentiality of those. That contract contains all of the clauses required of the Data Protection Laws to protect the privacy of those who opt to make a disclosure.

3.2 Anonymous disclosure

Where an anonymous disclosure is made, the University will not be able to identify the person who made the disclosure. However, if other parties are named, or sufficient details are provided then the University may be able to identify them. The University will review those details as part of reviewing reports and may decide that further investigation is necessary, under its duty of care.

The University will use data gathered via anonymous disclosures to produce statistics and management reports – those will be used by the University to identify where actions are necessary to improve and/or strengthen the safety, wellbeing of our students, staff and wider community.

3.3 Named disclosures

The University will use information from named disclosures to reach out to the person who made the disclosure or a third party, who is the subject of a disclosure, made on their behalf – to request more information, provide support and/or to discuss possible options.

The University will use the details of third parties identified in a disclosure to assess if there are risks to themselves or others, doing so may lead to further actions, including formal action such as a disciplinary investigation, or disclosure to the Police, of suspected criminality, where there is a reasonable belief that there is significant risk to others.

4 Using your personal data lawfully: the lawful bases for processing personal data, personal data with special characteristics, and criminal offence data

The University can only make use of personal data with reference to one of the stated lawful basis for processing, as listed in the General Data Protection Regulations and the Data Protection Act 2018 The University has documented the lawful bases for making use of the range of personal data that may be collected via Report and Support – those can be made available on request.

5 Who will make use of your personal data?

5.1 Within the University

On a day to day basis your personal data will be used by staff in the University's Academic Registry, Student Services and Human Resource functions – where formal processes are necessary, details may also be shared with the Office of the Proctor, the Chief Legal Officer, and others as necessary.

5.2 Outside the University

The University will never share your personal data with another party unless there is a lawful reason to do so. External parties could be the Police, the National Health Service, or the Office of the Scottish Charity Regulator, where that Office is exercising their regulatory function.

6 How long will the University make use of your personal data?

Personal data will be retained in Report and Support for a period of 6 years, following end of the academic year in which a disclosure is made and will then be destroyed.

Where personal data are used within a formal process, then typically those data are held the duration of that process and a further 6 years, before being destroyed.

7 How will the University protect and secure your personal data?

The University puts in place a series of technical and organisational measures to protect and safeguard all data it holds. **Culture Shift** has provided evidence to the University that they have and maintain the relevant information security measures to the standard required by the University and in law, to protect and maintain the confidentiality of all data managed by them, for the University.

8 The right to lodge a complaint with a supervisory authority

If you believe that the University has not made use of your personal data, in line with the requirements of data protection law, you have the right to raise this first with the University, and then if you remain dissatisfied with the Regulator i.e. the UK Information Commissioner Office's ("the ICO").

Details on how to contact the ICO are available online, at:

- <https://ico.org.uk/global/contact-us/>

9 Revision of the Privacy Notice

The details as to how personal data are used with Report and Support will be reviewed annually – the University may make changes to this Privacy Notice from time to time. Any significant change to relevant legislation, University policy or procedures primarily concerned with the protection of personal data may trigger an earlier review.

10 Availability

Should a copy of this Privacy Notice be required in another form, including orally i.e. an audio recording, please contact dataprot@st-andrews.ac.uk.