

PRIVACY NOTICE

Student Consultation and Student Voice

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1. INTRODUCTION

This document explains how data submitted by students in relation to Student Consultation and other ad hoc Student Voice activities to which this privacy notice is linked, will be used.

Please read The Open University's [Student Privacy Notice](#) for information on how we deal with your personal data in general. This document applies to you if you have provided personal information to:

- Get involved with Student Consultation
- Get involved with other Student Voice activities that have specifically linked to this privacy notice

1.1 The basis for processing your data

All Student Consultation and Student Voice activities linked to this privacy notice, including the sharing of data with relevant third parties, are collected or used via consent, if you have chosen to take part. Otherwise, the activities relate to improving the study experience and the quality and delivery of teaching and learning are part of the University's public task of delivering higher education qualifications.

2. WHAT PERSONAL DATA DO WE COLLECT ABOUT YOU AND HOW DO WE COLLECT IT?

2.1 Information that you give to us

We use web forms to collect the names and PIs of students who are interested in signing up to take part in Student Consultation forums and meetings; who want to hear more about Student Consultation by joining our mailing list; or who want to take part in a particular Student Voice activity.

If you take part in student consultation or student voice activities, then we will collect your views about the OU, through your posts on online forums, in notes from face-to-face meetings, in recordings of meetings, and through surveys.

For online activities, we will in the main only ask you for your name and PI occasionally including questions relevant to a particular activity or preference such as a statement on why you want to be involved. For some activities or if you have problems completing a form, we invite you to email us directly, so we also collect some data by direct email as well as that we collect online.

For face-to-face activities, if you have been allocated a place, we will ask you to detail any special requirements that we will need to address to ensure the meeting is accessible to you. After the meeting we ask you to complete a travel expense claim form. We may also invite you to take part in a short video interview for which there is a specific consent form. Photos may also be taken at face-to-face activities – with the opportunity to opt out – for sharing in publications and on social media.

2.2 Information that we access from Open University systems

Open University systems are used to access the following student data:

- Lists of Personal Identifier numbers (PIs) of students eligible to take part in certain forms of consultation or activity, so that we can email you about particular opportunities. For example, all students studying particular qualifications to be invited to take part in a Boards of Studies Student Consultative Forum.

- For some forms of student voice activity we will access personal data, including some data relating to ‘special categories’¹ and ‘protected characteristics’² such as your gender, age, ethnic background, disability, location and previous educational qualifications, as well as what you are studying, in order to offer volunteer places to a representative sample of students and ensure a diversity of student voices are heard. This allocation is done with names hidden so that they do not influence allocation.
- For some student voice activities we may access your home address in order to send you a welcome pack or other printed items related to the activity.

2.3 Information we receive from third parties

The Open University Students Association provides lists of names and PIs of Students Association representatives and Central Committee representatives who will be taking part in student voice activities.

3. HOW DO WE USE YOUR PERSONAL DATA?

We use your data to ensure that you are involved in Student Consultation and/or Student Voice activities in the way that you have expressed an interest in being involved. This can include:

- Managing permissions on VLE forums;
- Informing you about the activities you have expressed an interest in;
- Keeping you in touch via the Student Consultation mailing list;
- Sending you a Student Voice Newsletter
- Respond to your feedback
- Managing your queries about Student Consultation and Student Voice activities
- Sending you surveys about your experience of Student Consultation and Student Voice;
- Informing you of other related opportunities to be involved in student voice activities;
- Processing your travel and accommodation expense claims;
- Collating summaries of your feedback to inform quality enhancement.
- Using your anonymised views to inform research and as evidence for quality enhancement.
- Communicating about student voice activities to encourage other students to be involved.

We use your ‘special categories’ of data for:

- Making sure your accessibility and dietary needs are met at face-to-face meetings;
- Allocating volunteer places to ensure a diverse representation of the student population take part in some student voice activities in order to get a good range of feedback and ensure that views of students with specific protected characteristics are represented;
- Equality and diversity monitoring as part of evaluation and review.

We may use photos and video clips from face-to-face student voice activities, including Student Consultative Meetings, in one or more of the following places: internal OU websites and communications; external OU websites; presentations by OU staff at internal and external events; and social media activity – Facebook, Instagram, LinkedIn, Twitter (excluding paid for activity).

¹ **Special categories of data:** The General Data Protection Regulation sets out ‘special categories’ of data which have to be given additional protection. These comprise your racial or ethnic origin, religious beliefs, political opinions, trade union membership, genetics, biometrics (where used for ID purposes) physical or mental health, sex life and sexual orientation, criminal offences or criminal proceedings.

² **Protected characteristics:** There are nine characteristics protected under the Equality Act 2010. They are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

4. YOUR RIGHT TO WITHDRAW CONSENT

If you have previously signed up for Student Consultation and Student Voice opportunities, you are able to withdraw any time from communications about these specific Student Consultation opportunities, or from any student voice related mailing list using our [withdrawal form](#). You may still receive some correspondence if you are eligible for a certain student voice opportunity, for example, we are writing to all students in a particular faculty or all students studying at Level Three.

You may withdraw consent for us to use your video clip or image at any time by contacting student-voice@open.ac.uk. If the case study/image was published on social media, please note we can remove the original post, but it may have been shared by others and we will not be able to recall it. You can ask social media sites to remove individual posts.

For your other rights, please see www.open.ac.uk/privacy.

5. WHO DO WE SHARE YOUR PERSONAL DATA WITH?

We will share some information with the Students Association, including lists of students attending certain student voice activities, as the University and the Association work in partnership in this area. Therefore, sometimes, representatives from the Students Association and staff who are directly involved in the initiatives will be provided with the information you provide us.

We may occasionally use the UK-based third-party supplier Mailerlite for newsletters.

When we use third party service providers, we only disclose to them any personal information that is necessary for them to provide their service and we have a contract in place that requires them to keep your information secure and not to use it other than in accordance with our specific instructions.

We may disclose limited information to third-party venues for face-to-face student voice activities in order to meet your accessibility and dietary needs.

Anonymised quotes from online forums may be shared with Open University staff and students or in published research papers. Photos and video clips may be shared as above.

6. DO WE TRANSFER INFORMATION OUTSIDE THE EUROPEAN ECONOMIC AREA (EEA)?

With regard to the student voice activities this notice refers to, information is not normally transferred outside the EEA. Information you provide to us is stored on our secure servers, or on our cloud-based systems which are located within the EEA.

However, if there are ever unforeseen occasions when we do need to store information outside the EEA, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this policy.

7. HOW LONG DO WE KEEP YOUR PERSONAL DATA?

We will only keep data for as long as is necessary, the length of time we keep it for is determined by our purpose for using the information and our legal obligations. We have a retention schedule for information and keep identifiable records only for as long as they have a legal or business purpose. For example:

- We keep information about our forum membership and attendance at Student Consultation meetings for three years.
- We keep information about applicants for Student Consultation for up to one year.
- We keep information of subscribers to any mailing list relating to student voice for up to three years after they cease to subscribe.
- We keep information about your views relating to particular consultations for five years.
- We keep anonymised survey data for up to ten years for tracking purposes.
- We keep photos and videos containing images of students for three years.

8. YOUR RIGHTS

The Open University's [Student Privacy Notice](#) contains information on how we deal with your personal data in general, and your rights in relation to this.

If you are concerned about the way we have processed your personal information, you can complain to the Information Commissioner's Office (ICO). Please visit the ICO's website www.ico.org.uk for further details.

9. CONTACT US

Please direct any queries about this policy or about the way we process your personal information to our Data Protection Officer using the contact details below.

- Email data-protection@open.ac.uk
- Telephone +44 (0)1908 653994
- By post: The Data Protection Co-ordinator, PO Box 497, The Open University, Walton Hall, Milton Keynes MK7 6AT.