

Scope

1. Please read The Open University's [Student Privacy Notice](#) for information on how we deal with your personal data in general. This document includes more detail about how your data will be used in reference to specific student voice activities.
2. All Student Voice activities, including the sharing of data with relevant third parties, are in the University's legitimate interest of improving the study experience and the quality and delivery of teaching and learning as part of its public task of delivering higher education qualifications.
3. This document sets out what we do with your personal data in relation to data protection and specific Student Voice activities.
4. This document applies to you if you have provided personal information to enable you to gain access to, or be involved in any of the Student Voice activities listed.
5. The Student Voice activities covered by this document include:
 - a. The StudentIdeas platform (now discontinued)
 - b. The Student Voice website and mailing list.
 - c. The Graduate Internship Scheme.
 - d. The Student Partnership Scheme (currently paused)
 - e. The Student Shadowing Scheme.

Who we are

6. The Open University is the data controller in relation to the processing activities described below. This means that the Open University decides why and how your personal information is processed.
7. Where this policy refers to "we", "our" or "us" below, unless it mentions otherwise, it's referring to the Open University.

What information do we collect about you, and how do we collect it?

Information that you give to us

8. We collect information that you supply when you contact us to get involved with one of the Student Voice activities listed above. This might be the information you put on an application form to take part in the Student Shadowing or Student Partnership Schemes, the

email address you provide to access the StudentIdeas platform, and the subsequent comments you make on the platform for instance.

Information that we receive from third parties

9. We do not receive any data about students from any third parties.

How do we use your personal information?

10. We need to know some of your information so that we can send you the information you have requested and contact you about it as necessary. This can include queries about the Student Partnership Scheme or applications to take part in the Student Shadowing Scheme or Student Partnership Scheme. Also, some initiatives, such as StudentIdeas, required you to register your personal details to allow you personal access to the platform and allow your ideas and comments to be responded to. For some students, we will need to process your expense claims and evaluate your feedback forms as applicable. We have a legal obligation under Data Protection legislation to do this. If you make a complaint or appeal in respect of your request, it is in our legitimate interest to process your personal data for this purpose.

Who do we share your information with?

11. The Student Voice activities listed above are run in collaboration with the Open University Students Association, and sometimes representatives from the Students Association will be provided with the information you provide to us. This sharing of information will be limited to Students Association representatives and staff who are directly involved in the initiatives and will only be for the specific purpose of achieving the objectives of the particular activity. It is in our legitimate interest to share your information to improve our services, and third party services and operate effective services.
12. We use third party suppliers and service providers for the StudentIdeas Platform and the Student Voice website. When you registered for an account with StudentIdeas, the platform provider (IdeaScale) created an account in your name and manages the ideas and comments added to the platform.
13. 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.

Do we transfer information outside the EEA?

14. With regard to the specific Student Voice activities listed, we do not deliberately transfer information outside the EEA, however the wider OU may do so. Generally, information you provide to us is stored on our secure servers, or on our cloud based systems which are located within the EEA.
15. However, there are times when we do need to store information outside the EEA. If we transfer your information outside of 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. This would either be imposing contractual obligations on the recipient of your personal information, or ensuring that the recipients are subscribed to 'international frameworks' that aim to ensure adequate protection. For example, we would ensure that a US based supplier has signed up to "Privacy Shield".

How long do we keep your personal information for?

16. If we collect your personal information, the length of time we keep it for is determined by a number of factors including our purpose for using the information and our legal obligations.
17. We have a retention schedule for information and keep identifiable records only for as long as they have a legal or business purpose.
18. We will only keep your data for as long as necessary and there is a business need. For example we will only keep details of unsuccessful applications for Student Shadowing events and Student Partnership for up to one year but may keep information from successful applicants for up to three years to enable the projects to be assessed. Similarly, the data provided to the StudentIdeas platform may be kept for up to five years to enable the ideas and subsequent comments to be reviewed. Personal information of subscribers to the Student Voice mailing list will be kept for up to three years after they cease to subscribe.

Your rights

19. 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.
20. 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.

Contact us

21. 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 Officer, PO Box 497, The Open University, Walton Hall, Milton Keynes MK7 6AT.