

## **PART 1 – GENERIC PRIVACY NOTICE**

Durham University has a responsibility under data protection legislation to provide individuals with information about how we process their personal data. We do this in a number of ways, one of which is the publication of privacy notices. Organisations variously call them a privacy statement, a fair processing notice or a privacy policy.

To ensure that we process your personal data fairly and lawfully we are required to inform you:

- Why we collect your data
- How it will be used
- Who it will be shared with

We will also explain what rights you have to control how we use your information and how to inform us about your wishes. Durham University will make the Privacy Notice available via the website and at the point we request personal data.

Our privacy notices comprise two parts – a generic part (ie common to all of our privacy notices) and a part tailored to the specific processing activity being undertaken.

### **Data Controller**

The Data Controller is Durham University. If you would like more information about how the University uses your personal data, please see the University's [Information Governance webpages](#) or contact Information Governance Unit:

Telephone: (0191 33) 46246 or 46103

E-mail: [information.governance@durham.ac.uk](mailto:information.governance@durham.ac.uk)

Information Governance Unit also coordinate response to individuals asserting their rights under the legislation. Please contact the Unit in the first instance.

### **Data Protection Officer**

The Data Protection Officer is responsible for advising the University on compliance with Data Protection legislation and monitoring its performance against it. If you have any concerns regarding the way in which the University is processing your personal data, please contact the Data Protection Officer:

Jennifer Sewel  
University Secretary  
Telephone: (0191 33) 46144  
E-mail: [university.secretary@durham.ac.uk](mailto:university.secretary@durham.ac.uk)

## **Your rights in relation to your personal data**

### **Privacy notices and/or consent**

You have the right to be provided with information about how and why we process your personal data. Where you have the choice to determine how your personal data will be used, we will ask you for consent. Where you do not have a choice (for example, where we have a legal obligation to process the personal data), we will provide you with a privacy notice. A privacy notice is a verbal or written statement that explains how we use personal data.

Whenever you give your consent for the processing of your personal data, you receive the right to withdraw that consent at any time. Where withdrawal of consent will have an impact on the services we are able to provide, this will be explained to you, so that you can determine whether it is the right decision for you.

### **Accessing your personal data**

You have the right to be told whether we are processing your personal data and, if so, to be given a copy of it. This is known as the right of subject access. You can find out more about this right on the University's [Subject Access Requests webpage](#).

### **Right to rectification**

If you believe that personal data we hold about you is inaccurate, please contact us and we will investigate. You can also request that we complete any incomplete data.

Once we have determined what we are going to do, we will contact you to let you know.

### **Right to erasure**

You can ask us to erase your personal data in any of the following circumstances:

- We no longer need the personal data for the purpose it was originally collected
- You withdraw your consent and there is no other legal basis for the processing
- You object to the processing and there are no overriding legitimate grounds for the processing
- The personal data have been unlawfully processed
- The personal data have to be erased for compliance with a legal obligation
- The personal data have been collected in relation to the offer of information society services (information society services are online services such as banking or social media sites).

Once we have determined whether we will erase the personal data, we will contact you to let you know.

### **Right to restriction of processing**

You can ask us to restrict the processing of your personal data in the following circumstances:

- You believe that the data is inaccurate and you want us to restrict processing until we determine whether it is indeed inaccurate
- The processing is unlawful and you want us to restrict processing rather than erase it
- We no longer need the data for the purpose we originally collected it but you need it in order to establish, exercise or defend a legal claim and
- You have objected to the processing and you want us to restrict processing until we determine whether our legitimate interests in processing the data override your objection.

Once we have determined how we propose to restrict processing of the data, we will contact you to discuss and, where possible, agree this with you.

### **Retention**

The University keeps personal data for as long as it is needed for the purpose for which it was originally collected. Most of these time periods are set out in the [University Records Retention Schedule](#).

### **Making a complaint**

If you are unsatisfied with the way in which we process your personal data, we ask that you let us know so that we can try and put things right. If we are not able to resolve issues to your satisfaction, you can refer the matter to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF

Telephone: 0303 123 1113

Website: [Information Commissioner's Office](#)

## **PART 2 – TAILORED PRIVACY NOTICE**

This section of the Privacy Notice provides you with the privacy information that you need to know before you provide personal data to the University for the particular purpose(s) stated below.

### **Project Title: Exploring the experiences of estranged students in UK higher education: a longitudinal study**

**Type(s) of personal data collected and held by the researcher and method of collection:** Personal data will be collected through audio-recorded interviews and diary entries. These will include your name, gender, age, university and course. It will also include your experiences of being an estranged student at your university.

Interview conversations will be transcribed, and personal information will be coded and anonymised. The original recording will then be deleted. After submission of diary entries, they will be coded and anonymised and then the original will be deleted.

### **Lawful Basis**

Under data protection legislation, we need to tell you the lawful basis we are relying on to process your data. The lawful basis we are relying on is public task: the processing is necessary for an activity being carried out as part of the University's public task, which is defined as teaching, learning and research. For further information see <https://durham.ac.uk/research.innovation/governance/ethics/governance/dp/legalbasis/>.

### **How personal data is stored:**

All personal data will be held securely and strictly confidential to the researcher.

You will be allocated an anonymous key for data analysis which will not be connected to your name or identity. Signed consent forms and your key will be stored separately to project data.

All personal data will be stored on a password-protected computer, which will not be available to anyone except the researcher. Audio-recordings from interviews and diary entries will be stored on an encrypted device until they have been transcribed and anonymised by the researcher. No one else will have access to the recording or original diary entries, and they will be erased once the transcript or anonymisation has been completed.

#### **How personal data is processed:**

Diary entries are collected to enable detailed investigation of estranged students' experiences of higher education throughout the academic year and its vacations close to when the events happen. Original diary entries will be coded and anonymised, without losing meaning of the original entry, and then deleted.

Audio recordings of interviews are collected to add more context and different perspectives on the entries recorded in the diaries, and to record more information about students' experiences. Audio data will be transcribed using either automated speech to text software or via manual transcription, and then deleted. Both techniques will be quality assured for the accuracy of transcription.

When reporting the findings, all data will be entirely anonymous and will not be identifiable as yours. Anonymised data may be used in the PhD thesis, publications, reports, presentations, web pages, and other research outputs or funding bids.

#### **Withdrawal of data**

You can request withdrawal of your data until it has been fully anonymised. Once the data has been anonymised, it will not be possible to identify you from any of the data held.

If you withdraw participation from the study during the data collection stage, you will be asked whether you would still like your data to be used as part of the analysis, final thesis, and any publications. If you do not consent, all your data will be deleted.

#### **Who the researcher shares personal data with:**

Data may be shared with the researcher's supervisors or collaborative partner Stand Alone. Data may also be shared with external services/software approved by Durham University for the collection, transcription, or coding of data. Anonymised data may be included in a secure research archive for future long-term research.

Please be aware that if you disclose information which indicates the potential for serious and immediate harm to yourself or others, the research team may be obliged to breach confidentiality and report this to relevant authorities. This includes disclosure of child protection offences such as the physical or sexual abuse of minors, the physical abuse of vulnerable adults, money laundering, or other crimes covered by prevention of terrorism legislation. Where you disclose behaviour (by yourself or others) that is potentially illegal but does not present serious and immediate danger to others, the researcher will, where appropriate, signpost you to relevant services, but the information you provide will be kept confidential (unless you explicitly request otherwise).

**How long personal data is held by the researcher:**

Personal data from the interviews and the diary entries will be anonymised and the original deleted within four months. The identifying key to tie your data across different data points together and your consent form will be stored separately and securely and deleted after the PhD is completed.

**How to object to the processing of your personal data for this project:**

If you have any concerns regarding the processing of your personal data, or you wish to withdraw your data from the project, contact the researcher (Amie Waterman).

**Further information:**

**Researcher:** Amie Waterman, Durham University, School of Education

**Contact details:** amie.n.waterman@durham.ac.uk

**Supervisor name:** Dr Rille Raaper, Durham University, School of Education

**Supervisor contact details:** rille.raaper@durham.ac.uk