

PRIVACY NOTICE FOR WELLBEING SERVICE

Privacy Notice

This notice is here to explain how and why the Student Wellbeing Service uses and keeps your personal data.

The Student Wellbeing Service consists of the Disability & Dyslexia Service and the Counselling & Mental Health Advice Service.

Purpose: Why we use your personal data

If you're referring yourself to the Disability & Dyslexia Service, we will use your data for the purpose of providing support for any disabilities, health conditions, or specific learning difficulties (e.g. dyslexia) you may have, or to provide support for your general wellbeing.

If you're referring yourself to the Counselling & Mental Health Advice Service, we will use your data for the purpose of providing counselling or mental health advice sessions, or to help you access support outside St Mary's for a mental health condition.

We will not use your personal data for marketing purposes, except for the purpose of informing you about events or resources relevant to disability, counselling, mental health, and general wellbeing.

Legal Basis

Our collection and storage of your personal data is justified by your consent, which we ask for in our online forms through Formstack.

For our collection and storage of your sensitive personal data (such as healthcare data), we are required to give you a justification under Article 9 of the GDPR. The justification is that we ask for your consent in our online forms through Formstack.

Third Parties

We use Formstack to collect and process your personal data. Formstack store your information outside the EU, on servers in the US. Formstack comply with the EU-US Privacy Shield, and their own privacy policy can be found at <https://www.formstack.com/privacy>.

We use Formstack's encryption settings to protect all sensitive personal data. This means that Formstack employees do not have access to your sensitive personal data.

For example, Formstack employees will not be able to find out that you have a disability, health condition, or specific learning difference. They will also not be able to find out that you have accessed counselling or mental health advice.

We ask for your GP's contact details so that, if we believe you are at risk of causing harm to yourself or to others, we can contact them. If necessary, due to that risk, we may contact them without your consent. Where possible, we would discuss this with you before contacting your GP.

Your personal data will only be shared with other third parties, including other departments of St Mary's University, if you specifically consent to sharing with that third party. You can choose who you want us to share your information with, and we are happy to adjust these choices for you at any time.

Security

Your personal data will be encrypted and stored on Formstack's servers, where it is password protected.

Your personal data will also be downloaded onto St Mary's University's computer systems.

Only staff members who work for the Counselling & Mental Health Advice Service will have access to any personal data you give to that service.

Staff members who work throughout the Student Wellbeing Service will have access to any personal data you give to the Disability & Dyslexia Service.

Retention

Your data will be stored for 7 years after you finish studying, and will then be deleted. The reason for retaining your data is so that we will be able to continue your support if you start a new course.

Sources of data

We will use the St Mary's University records systems to process other information you have provided to the University, such as your ethnicity, gender, contact information, and home address.

Your rights

You have the right to request to see a copy of the information we hold about you and to request corrections or deletions of the information that is no longer required.

If you provide consent for us to use your personal data in the ways outline above you have the right to subsequently withdraw you consent.

In some circumstance you may have the right to object to the processing of your personal data, to request it is erased where it is no longer required for the stated purposes, or that inaccurate information about you is corrected.

A reminder of the following rights of the individual:

- access to the individual's data
- rectification
- erasure
- restriction of use
- objection to the use
- data portability

You have the right to lodge a complaint against the University regarding data protection issues with the Information Commissioner's Office at <https://ico.org.uk/concerns/>.

To exercise these rights, or if you have any questions, please use the contact details below:

Student Wellbeing Service

St Mary's University, Twickenham, Waldegrave Rd, Twickenham TW1 4SX

wellbeing@stmarys.ac.uk

0208 240 4353

If you have any concerns regarding the way in which the University is processing your personal data, please contact the Data Protection Officer at:

Data Protection Officer

St Mary's University

Waldegrave Road

TW1 4SX

Email: gdpr@stmarys.ac.uk