

Accommodation Services Privacy Notice

The University of South Wales is the data controller and the University's Data Protection Officer can be contacted through dataprotection@southwales.ac.uk. The University is committed to protecting the rights of service users in line with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This privacy notice provides detail of the use the University makes of personal data when information around those who apply for and/or are resident in halls of residence accommodation.

What information do we collect?

The University will process the following personal data provided by service users including:

- Name, age and gender
- Contact details
- Information relating to preferences, room bookings and financial information related thereto.
- Health and/or disability information related to accommodation.
- CCTV footage.
- Details around payments made

How is data used?

The University will process personal data for the following purposes:

- To be able to administer your application and room bookings at USW halls of residence accommodation.
- Provide notifications directly affecting the delivery of our service to you including, but not limited to, notification of room inspections, maintenance issues, interruption of services, halls fees payment reminders, information on halls of residence events and changes to the residence regulations from time to time as may be required.
- To help ensure the safety of halls residents.
- To safeguard and promote the welfare of halls residents and staff.
- To analyse usage of the Accommodation and to improve services
- To promote our services

Accommodation Services collects personal health/disability data provided at the point of application. This information is collected in order to ensure we offer you appropriate accommodation and support for your needs and, in the event of a medical emergency whilst living in halls of residence may be passed on to the relevant emergency services.

What is the legal basis of the processing?

In processing the personal data of our service users, Accommodation Services relies upon the following lawful basis as appropriate:

- Processing is necessary for the performance of a contract with the user.
- Processing with the consent of the individual.

In processing special category personal data, Accommodation Services relies upon the following lawful basis:

- Special category data will only be processed with the user's explicit consent.

Who receives this data?

Where necessary personal information will be shared internally within certain departments within the University. Such sharing will be subject to confidentiality protocols and access restrictions.

Personal data may also be disclosed when legally required or where there is a legitimate interest, either for Accommodation Services or the data subject, taking into account any prejudice or harm that may be caused to the data subject.

How long will data be held?

Information held on file will be kept in line with our Records Retention Schedule.

Information on accommodation bookings will be held for 6 years.

Keeping information secure

Data Protection legislation requires the University to keep personal data secure. This means that confidentiality will be respected, and all appropriate measures will be taken to prevent unauthorised access and disclosure. Only members of staff who need access to relevant parts or all of an individual's data will be authorised to do so. Information held in electronic form will be subject to password and other security restrictions, while paper files will be stored in secure areas with controlled access.

The processing of some data may be undertaken on the University's behalf by an organisation contracted for that purpose. Such organisations will be bound by an obligation to process data in accordance with the Act/Regulations.

Personal data that we collect from you will be stored within the European Economic Area ("the EEA").

Individual rights

Individuals have the right to access personal information, to object to the processing of their personal data, to rectify, to erase, to restrict and to port personal information (please note that not all these rights are absolute).

Any requests or objections should be made in writing to the Data Protection Officer – dataprotection@southwales.ac.uk

Where individuals are not satisfied with the University's response, or believe that the University is not processing personal data in accordance with the law then they may complain to the Data Protection Officer.

If the matter is not resolved and the individual remains dissatisfied then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House

Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.org.uk