

Privacy Notice for Student Experience Survey (SES)

Who we are

St George's, University of London, is the 'Data Controller' (the organisation that determines the purposes for which and the manner in which any personal data are, or are to be, processed) under the UK data protection legislation and is registered with the Information Commissioner's Office (ICO) registration number Z5770328 under:

St George's, University of London
Cranmer Terrace
London SW17 0RE

Our registration with ICO describes, very broadly, the purpose for processing personal information.

This information is publicly available from:

[Information Commissioner's Office](#)

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

How to contact us

If you have any queries about how the Education Strategy and Development Office is using your personal data you can contact us by email at experience@sgul.ac.uk.

What information we collect from you and why

The Student Experience team in the University's Education Strategy and Development Office uses the contact details (title, first name, last name, institutional email address) and other personal data such as country of domicile, ethnic group, age, gender, disability, POLAR data, course and discipline. We use your first name only and email address to invite you to be involved in the Student Experience Survey, as tasks of public interest. Data such as domicile, ethnic group, age, gender, disability, POLAR data, course and discipline are used in anonymised aggregate analysis where individuals are not identifiable.

SES also allow us to

- To produce statistics for reporting purposes. Legal basis: To fulfil public task/statutory responsibilities.
- To provide you with education and training and support services. Legal basis: To perform our contract with you.
- To provide you with opportunities to share feedback about your university experience. Legal basis: consent

It is a requirement of your contract with the University that we provide you with education, training and support services that adequately serve your needs and this contractual requirement constitutes the lawful basis for our using your personal contact information. The personal data used for the purpose of carrying out SES will only be used in contexts where

you will not be identifiable, i.e. anonymised quantitative and qualitative analysis.

How we use your information and who we share your information with

In order to carry out SES, your information will be uploaded onto EvaSys, the platform used at St George's for running SES and SOLTS, the module survey. All the data are held in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. All your responses will remain strictly anonymous. Personal data such as first name and email address information will be securely deleted by the survey officer (Student Experience Officer) when the surveys close. Other data, such as domicile, ethnic group, age, gender, disability, POLAR data, course and discipline will only be used in aggregate analysis in which individuals will not be identifiable.

Please find EvaSys privacy policy here: <https://evasys.co.uk/privacy-policy/>

Your personal information will not be transferred outside of the European Economic Area (EEA).

How we obtain your information

All the information we use, we have collected directly from you at the time of your course enrolment.

How long we keep your information for

The personal data used for the purpose of carrying out SES will only be kept for the duration of the survey. This is to enable the Student Experience Officer and the Senior Planning Officer to carry out anonymised quantitative and qualitative data analysis.

Your personal data that is kept centrally by St George's University of London student records system will only be kept for as long as you are a member of the University. Once you leave the University your details will be completely deleted from our system.

What your rights are

You have the right to withdraw your consent to take part in the SES. In order to do so, please contact the Associate Dean Student Experience, Marcus Jackson (m.jackson@sgul.kingston.ac.uk) **and** the Student Experience Officer, Alina Apostu (experience@sgul.ac.uk).

You have a right to access your personal data, to object to the processing of your personal data, to rectify, erase, restrict and port your personal data.

To request a copy of the personal data we hold for you please contact the University Data Protection Officer using the contact details above.

If you have queries about any of your other rights regarding our use of your personal data you should contact the University's Data Protection Officer.

The Data Protection Officer can be contacted by email at dataprotection@sgul.ac.uk or by telephone on 020 8725 0668

For any questions about SES, contact the Student Experience Officer at experience@sgul.ac.uk.

How to make a complaint

If you are unhappy with the way in which your personal data is being processed you may, in the first instance, lodge a complaint with the University Data Protection Officer using the contact details above.

If you continue to have concerns thereafter you have the right to contact the Information Commissioner for a decision. The Information Commissioner can be contacted as below:

Helpline: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>