

PRIVACY NOTICE: PGR Surveys 2024

Your Personal Data

The University of Glasgow will be what's known as the 'Data Controller' of your personal data that is processed in relation to your responses to this survey. This privacy notice will explain how The University of Glasgow will process your personal data.

Why We Need Your Data

Responses to the survey are strictly confidential. Your responses will be associated with basic personal data from your MyCampus student record, such as email address and academic load status and limited special categories data, i.e. disability and ethnicity, and joining these to your survey response. This is an initial step in the analysis of the survey responses and will enable the University to identify trends, gaps or issues to which the University might wish to respond. The ability to assess the student experience for different groups of students is key to the University's ability to provide an excellent student experience for everyone. Any analysis or reporting shared after the survey will ensure that individuals are not able to be identified.

In summary, the 3 sets of data we will use are the details we need in order to email you the survey; the responses collected from you from the survey; and the MyCampus data set which will be linked to your survey responses in the survey tool.

Legal Basis for Processing Your Data

We must have a legal basis for processing all personal data. In this instance, the legal basis is:

- Consent – participation is not required, and you will consent to your participation at the start of the survey. If you wish to withdraw your participation after completing the survey, contact pgr@glasgow.ac.uk within two weeks of the end of the survey period.
- Necessary for the performance of a contract – the University will use the data provided from the survey to improve the student experience and thus meet its commitments to you as a student.
- Legitimate interest – it is in the interest of the University and its students for the University to continually assess and improve the provision of education and support for its students.
- The legal basis for processing your special category data, such as any disability and ethnicity data retrieved from your student record and matched to your survey response is:

We are using GDPR Article 9(2)(g) as it meets one of 23 substantial public interest conditions, detailed in DPA

2018: <https://www.legislation.gov.uk/ukpga/2018/12/schedule/1/part/2/enacted>

I.e., Item 8 'Equality of opportunity or treatment' condition is valid for our use as condition 8(1)(b) states that the data:

"is necessary for the purposes of identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people specified in relation to that category with a view to enabling such equality to be promoted or maintained"

This is because we are seeking to understand different challenges and experiences of subpopulations across ethnicity and disability, with a view to making improvements.

What We Do with Your Data and Who We Share It With

- The survey is run via Qualtrics which is approved for this use by the University and is GDPR compliant.
- Any personal data you submit to the survey is processed by staff at the University of Glasgow in the United Kingdom
- Any identifying data will be stored securely according to University of Glasgow guidance and will be accessible only to the PGR Policy Team.

How Long Do We Keep Your Data?

- Once the initial analysis has taken place, within 6 months of the completion of the survey, any information linking an individual to their responses will be removed from the survey data.
- Survey data without any individual identifiers will be saved for up to 10 years.
- Analysis of the survey, from which no individual could be identified, may be saved for longer.

What Are Your Rights?

You can request access to the information we process about you at any time. If at any point you believe that the information that we process relating to you is incorrect, you can request to see this information and may in some instances request to have it restricted, corrected, or erased. You may also have the right to object to the processing of data and the right to data portability.

If you wish to exercise any of these rights, please contact dp@gla.ac.uk.

* Please note that the ability to exercise these rights will vary and depend on the legal basis on which the processing is being carried out.

Complaints

- If you wish to raise a complaint on how we have handled your personal data, you can contact the University Data Protection Officer who will investigate the matter.

- Our Data Protection Officer can be contacted at dataprotectionofficer@glasgow.ac.uk.
- If you are not satisfied with the University's response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO) <https://ico.org.uk/>.