

Open Door and Disability Privacy Notice

This privacy notice is for University of York students. It sets out the ways in which [Open Door and Disability](#) gather, use, store and share your data. It also sets out how long they keep your data and what rights you have in relation to your data under the General Data Protection Regulation (GDPR). For the purposes of this privacy notice, University of York is the Data Controller as defined in the GDPR. We are registered with the Information Commissioner's Office and our entry can be found [here](#). Our registration number is Z4855807.

Where do we get your data from?

Open Door and Disability typically obtain personal data directly from you e.g. via the online self referral form, in person or when you contact us by email, telephone or post. We may also receive data from academic departments or colleges across the University if you have asked them to share your information with us. In addition, Disability Services often receive information directly from medical or health care professionals, social care professionals, assessment centres or those providing us with evidence of your disability, when you have given permission for them to contact us.

What data do we have?

[Personal data](#) including name, date of birth, home address, email address, telephone number

[Special category data](#) including information about your physical or mental health and/or disability.

What is our legal basis for processing your data?

Typically, we process your data:

- on the grounds of contractual requirement or to take steps to enter into a contract with you e.g. to provide you with disability support service;
- for the necessary provision of confidential mental health work, advice or support;
- because it is necessary for the performance of a task carried out in the public interest (for information on our public task see our function as set out in our charter);
- because it is necessary for our or a third party's legitimate interests;
- to allow us to comply with our legal obligations;
- to protect your or another person's vital interests;

- because you have given us your consent or, in the case of special category data, your explicit consent.

How do we use your data?

To provide support to registered students:

- experiencing psychological or mental health difficulties or
- who have a disability and require specific support or would like some advice and guidance.

Shaded area applicable to Disability service only

Who do we share your data with?

Data will typically be shared with your consent in relation to your disability support with the following University departments, offices and sections:

- Your Academic Department for disability service – your needs are usually summarised in a Student Support Plan
- Accommodation Services – if you have specific accommodation requirements
- Exams Office – if you require exam adjustments
- Library – if you require extensions on key texts and alternative formats
- Student Support Services – this includes the Student Support Hub, Student Financial Support Unit, special cases administrators
- College Welfare Teams – this is only relevant if you are living in university accommodation
- Estates Services – if physical adaptations are necessary to improve access to university buildings
- Health, Safety and Security Services - if a personal emergency evacuation plan or emergency care plan is required
- Central Records System - Your Consent to Share allows Disability Services to update your profile on the University's central record keeping system, SITS:Vision. This allows staff with relevant permissions to view the nature of your disability (by code) and whether you are in receipt of Disabled Students' Allowances.

Sometimes it may be necessary for Disability Services to share information relating to your disability with people outside of the University, if this is in your best interests. This includes:

- Funding bodies (Student Finance England, Student Finance Wales, Scottish Awards Agency for Scotland, Student Finance Northern Ireland, NHS and research councils)
- Assessment centres – to arrange and provide assessment of needs
- Non-medical help providers – to provide tailored non-medical help support packages (e.g. note takers, library support assistant, reader, examination support, mentoring, study skills)
- Health professionals you are in contact with regarding your disability (e.g. GP, Consultant or other medical professional)
- Other services such as adult services and social care agencies.

How do we keep your data secure?

The University takes information security extremely seriously and has implemented appropriate technical and organisational measures to protect personal data and special category data. Access to information is restricted on a need-to-know basis and security arrangements are regularly reviewed to ensure their continued suitability. For further information see, <https://www.york.ac.uk/it-services/security/>.

How do we transfer your data safely internationally?

In certain circumstances, it is necessary to transfer your Personal Data (including Special Category Data) outside the European Economic Area. In respect of such transfers, the University will comply with our obligations under Data Protection Law and ensure an adequate level of protection for all transferred data.

How long will we keep your data?

The University will retain your data in line with legal requirements or where there is a business need. Retention timeframes will be determined in line with the University's Records Retention Schedule.

What rights do you have in relation to your data?

Under the GDPR, you have a right of access to your data, a right to rectification, erasure (in certain circumstances), restriction, objection or portability (in certain circumstances). You also have a right to withdraw consent. For further information see, <https://www.york.ac.uk/records-management/dp/individualsrights/>.

Questions or concerns

If you have any questions or concerns about this privacy notice or concerns about how your data is being processed, please contact the Operations Manager in the first instance at opendoor@york.ac.uk or disabilityservices@york.ac.uk. You may also contact the University's Data Protection Officer directly at dataprotection@york.ac.uk.

Right to complain

If you are unhappy with the way in which the University has handled your personal data, you have a right to complain to the Information Commissioner's Office. For information on reporting a concern to the Information Commissioner's Office, see www.ico.org.uk/concerns.