

Disability Services- Privacy Notice

This privacy notice is for students accessing support from Disability Services at the University of York. For information about how the University uses your data in other circumstances, please read the [Student Privacy Notice](#).

The University of York is the [Data Controller](#) for data collected or used by Disability Services. The University is registered with the Information Commissioner's Office. [Our registration number](#) is Z4855807.

Where do we get your data from?

We obtain personal data about you from the following sources:

- From you, when you disclose you have a disability on your UCAS/University application form
- From you, when you register with Disability Services using the registration form
- From you, when you contact us by email, phone or post or when you provide us with details at Open Days and Post-Offer Visit Days
- From you, through informal meetings and discussions with a Disability Practitioner
- From your student record, once you have registered with the service
- From internal third party sources (e.g. Accommodation Services, academic departments), when you have given permission for them to contact us
- From medical, health or social care professionals, or those providing you with evidence of your disability, when you have given permission for them to contact us.
- From Assessment Centres regarding your Study Needs Assessment, when you have given permission for them to contact us.
- From external third party sources (e.g. UCAS, funding bodies, placement providers, non-medical helper providers, medical professionals, parents/carers).

What data do we have?

We collect, store, and use the following categories of personal information about you:

- Personal contact details such as name, title, addresses, telephone numbers, student number and personal and UoY email addresses;
- Date of birth;
- Gender;
- Who you have given us permission to communicate with (if applicable);
- Your department;
- Your year of study;
- Your level of study;
- The date you first contacted us;
- Dates of appointments;
- Who we suggested you contact;
- With whom we have communicated with regarding your support needs;
- Your feedback about your experience of the service.

We may also collect, store, and use the following "special categories" of more sensitive personal information:

- Information about your health, including any medical condition, case notes, medication you are taking, your presenting and emerging issues / symptoms, health and sickness records;

What is our legal basis for processing your data?

There are various legal bases for our use of your information. Here is a brief explanation of the key legal bases under which we use your data:

- Performance of your student contract - to enable the University to meet its commitments to you by providing academic adjustments and other support;
- Performance of a task carried in the public interest - activities carried out in response to legislation or government requirements is conducted in a public interest (including your interest and the interest of others)
- Where we need to comply with a legal obligation - the University has legal obligations to provide you with disability support;
- to protect your or another person's vital interests;
- Where you have given permission to the process;
- To monitor equality and diversity;

Information about your health is considered "special category" data. The University has a legal obligation to provide reasonable adjustments under the Equality Act 2010. Where a student discloses a disability via this form, the University will use this data to provide access to academic related disability support. This will involve disclosure of relevant information by Disability Services across the University. We will seek your permission when you have requested disclosure of your disability data to third parties. There is a separate process for this. In certain circumstances, we may also process special category data to respond to and defend against legal claims.

How do we use your data?

We use your data to provide support for you to study effectively. This includes making recommendations for academic and other adjustments, advising you on other sources of support, and liaising with your department to ensure that adjustments are correctly put in place.

Who do we share your data with?

When you register with Disability Services we will ask you for permission to share information about you, your disability/medical condition or specific learning difference with those who have a role in providing academic, administrative or support services. The areas we may share data with are summarised below

- Your Academic Department – your needs are usually summarised in a Student Support Plan
- Accommodation Services and College Welfare Teams – if you have specific accommodation requirements and are living on campus
- Exams Office – if you require individual exam adjustments
- Library – if you require alternative formats, access to an accessible study room
- Student and Academic Services – this includes the Student Hub, Student Financial Support Unit, Special Cases Administrators

- Estates Services – if physical adaptations are necessary to improve access to University buildings
- Health, Safety and Security Services - if a personal emergency evacuation plan is required

You have the choice of 2 levels of disclosure as described below which are listed on our registration form.

1. **Full disclosure** - If you give full disclosure, Disability Services will provide you with individualised academic adjustments that are tailored to meet your disability related needs. This is usually shared in a Student Support Plan. The SSP highlights the nature of your disability, likely impact on your studies and what adjustments are required to support you with your studies. Disability Services may share your information with those involved in supporting you as detailed in our [privacy notice](#).
2. **Restricted disclosure** - You may choose to restrict the disclosure of your information to certain individuals or groups only, or to request that information is not disclosed beyond Disability Services. **If you choose to restrict your disclosure, please be aware that this may limit the level and type of support and adjustments which the University and Disability Service can provide for you.**

If you have given us full disclosure specifically to this we also will update the Central Student Records System to reflect your disability and whether you are in receipt of Disabled Students Allowance.

If you give permission to us sharing your information for the purposes of assisting you with an application for Disabled Students' Allowance, we will share your data with:

- 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

If you give permission to us sharing your information for purposes of providing support via third parties who are contracted to assist the University with this support (and it is appropriate for us to recommend this support), we may share your data with:

- 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)

In certain cases we may need to share information with the following organisations. We would discuss this with you and obtain your permission at that time:

- 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

Exceptions

In certain exceptional circumstances (such as where there is an immediate and serious threat to your personal safety or to the safety of others), we may disclose your information without your permission.

Fitness to Practice

If you are undertaking a professional course such as medicine, you will be subject to additional fitness to practice requirements prescribed by the professional body. Please be aware that if you give Disability Services permission for full disclosure, we will pass information about your disability to your academic department so that they can provide appropriate support and adjustments. If you are concerned about the implications of disclosing a disability, please contact disabilityservices@york.ac.uk.

How do we keep your data secure?

The University takes information security seriously and has implemented appropriate technical and organisational measures to protect personal data and special category data. We don't ask you for data we don't need, and only give access to people who need to know. We think about security when planning projects to ensure appropriate protections are in place. Our IT security team checks regularly to make sure we're taking the right steps. For more details see [our security webpages](#).

Disability Services stores information about your disability/medical condition/learning difference, and records of all our communications with or about you within our secure Case Management System, accessible to Disability Services staff. We also hold information on a Google shared drive that is accessible to Disability Services staff and designated individuals (e.g. when we share the Student Support Plan with your academic department). Basic information (the nature of your disability as one option from several, and whether you are in receipt of disabled students allowance) is also held on the University's main student information systems where student permission has been given.

How do we transfer your data safely internationally?

If your data is stored or processed outside the UK, we follow legal requirements to make sure that the same level of privacy rules still apply.

How long will we keep your data?

At the University of York, personal information including sensitive personal data is stored securely by Disability Service for 6 years and Open Door 7 years before it is disposed of confidentially. If a student has provided Disability Service with information about their disability but did not commence a programme of study at the University, this information will be disposed of after 1 year.

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 the right to withdraw your permission either to the sharing of your data or to the holding of your data at any stage by contacting Disability Services. Please be aware that if you do not give permission to us holding or sharing medical information about you, we may be unable to provide support to you (including adjustments to examination arrangements).

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 Disability Services Manager in the first instance at disabilityservices@york.ac.uk. If you have further questions, please contact the University's Data Protection Officer:

- By email at dataprotection@york.ac.uk
- By post to: **Data Protection Officer, University of York, Heslington, York, YO10 5DD.**

Rights to complain

If you are unhappy with how the University has handled your personal data, please contact our Data Protection Officer using the details above, so that we can try to put things right.

If you are unhappy with our response, you have a right to [complain to the Information Commissioner's Office](#):

- By using the [Information Commissioner's Office online complaints form](#)
- By post to **Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF**
- By phone on **0303 123 1113**

Changes to our privacy notice

We keep our privacy notices under regular review. This notice was last updated on 22nd September 2023