

## **PART 1 – GENERIC PRIVACY NOTICE**

Durham University's responsibilities under data protection legislation include the duty to ensure that we provide individuals with information about how we process personal data. We do this in a number of ways, one of which is the publication of privacy notices. Our privacy notices comprise two parts – a generic part and a part tailored to the specific processing activity being undertaken.

### **Data Controller**

The Data Controller is Durham University. If you would like more information about how the University uses your personal data, please see the University's [Information Governance webpages](#) or contact:

Information Governance Unit  
Telephone: (0191 33) 46246 or 46103  
E-mail: [info.access@durham.ac.uk](mailto:info.access@durham.ac.uk)

### **Data Protection Officer**

The Data Protection Officer is responsible for advising the University on compliance with Data Protection legislation and monitoring its performance against it. If you have any concerns regarding the way in which the University is processing your personal data, please contact the Data Protection Officer:

Jennifer Sewel  
University Secretary  
Telephone: (0191 33) 46144  
E-mail: [jennifer.sewel@durham.ac.uk](mailto:jennifer.sewel@durham.ac.uk)

### **Retention**

The University keeps personal data for as long as it is needed for the purpose for which it was originally collected. Most of these time periods are set out in the University Records Retention Schedule.

### **Your rights in relation to your personal data**

#### **Privacy notices and/or consent**

You have the right to be provided with information about how and why we process your personal data. Where you have the choice to determine how your personal data will be used, we will ask you for consent. Where you do not have a choice (for example, where we have a legal obligation to process the personal data), we will provide you with a privacy notice. A privacy notice is a verbal or written statement that explains how we use personal data.

Whenever you give your consent for the processing of your personal data, you receive the right to withdraw that consent at any time. Where withdrawal of consent will have an impact

on the services we are able to provide, this will be explained to you, so that you can determine whether it is the right decision for you.

### **Accessing your personal data**

You have the right to be told whether we are processing your personal data and, if so, to be given a copy of it. This is known as the right of subject access. You can find out more about this right on the University's [Subject Access Requests webpage](#).

### **Right to rectification**

If you believe that personal data we hold about you is inaccurate, please contact us and we will investigate. You can also request that we complete any incomplete data.

Once we have determined what we are going to do, we will contact you to let you know.

### **Right to erasure**

You can ask us to erase your personal data in any of the following circumstances:

- We no longer need the personal data for the purpose it was originally collected
- You withdraw your consent and there is no other legal basis for the processing
- You object to the processing and there are no overriding legitimate grounds for the processing
- The personal data have been unlawfully processed
- The personal data have to be erased for compliance with a legal obligation
- The personal data have been collected in relation to the offer of information society services (information society services are online services such as banking or social media sites).

Once we have determined whether we will erase the personal data, we will contact you to let you know.

### **Right to restriction of processing**

You can ask us to restrict the processing of your personal data in the following circumstances:

- You believe that the data is inaccurate and you want us to restrict processing until we determine whether it is indeed inaccurate
- The processing is unlawful and you want us to restrict processing rather than erase it
- We no longer need the data for the purpose we originally collected it but you need it in order to establish, exercise or defend a legal claim and
- You have objected to the processing and you want us to restrict processing until we determine whether our legitimate interests in processing the data override your objection.

Once we have determined how we propose to restrict processing of the data, we will contact you to discuss and, where possible, agree this with you.

### **Making a complaint**

If you are unsatisfied with the way in which we process your personal data, we ask that you let us know so that we can try and put things right. If we are not able to resolve issues to

your satisfaction, you can refer the matter to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 0303 123 1113  
Website: [Information Commissioner's Office](#)

## **PART 2 – TAILORED PRIVACY NOTICE**

This section of the Privacy Notice provides you with the privacy information that you need to know before you provide personal data to the University for the particular purpose(s) stated below.

### **Alumni Relations and Fundraising**

Durham University's Development and Alumni Relations Office (DARO) supports a global community of stakeholders (students, alumni, parents, donors, mentors, employers, researchers, policy-makers, and advocates) related to the research, engagement and outreach activities pursued by Durham University and its peer organisations. In order to manage the recruitment of student callers working on the periodic telephone campaigns that we conduct to support our Mission, DARO processes the personal data of student callers. This helps to ensure that applications for employment are given due consideration, and that employment with us is managed appropriately.

#### **Type(s) of personal data collected and held by the Development and Alumni Relations Office (DARO) and method of collection:**

As a student caller, the personal data that DARO holds about you is collected from you as part of our job application process from your application form, passport or Visa, or provided by you in subsequent contact detail updates during your employment, namely:

- Your name, title and date of birth;
- Your term-time address, email address and telephone numbers;
- Your current or past Durham college affiliations;
- Your degree programme, level and year(s) of study;
- Your past employment;
- Your hobbies and interests;
- Your personal statement; and
- Your responses to our application questions.

Some of the data DARO holds about you, that would be considered sensitive data under the Data Protection Act (1998) or Special Category Data under the new General Data protection Regulation (GDPR), is also collected during the job application process, namely:

- Whether you have a disability that may impact on the role of student caller.

DARO may hold personal data that has been created from other personal data that we already hold (for example your name, college, subject of study), namely:

- Employee ID, Appointment ID, hours worked and payment due;
- Matching you to alumni from the same college, or those who had the same subject of study or interests;
- Performance related metrics (number of calls made, the value of donations solicited and the number of gifts secured).

### **Legal Basis for DARO to process personal data**

When processing your personal data DARO relies on a combination of Consent, Contract, Legal Obligation or Legitimate Interests as the legal basis under the GDPR, as detailed in the table below. Where DARO relies on Legitimate Interest you have the right to object to your data being processed for the purposes stated. However, if DARO stops processing data for the stated purposes this may impact our ability to enter into a contract of employment with you (for example if we do not process your data as part of the application process we are unable to consider your application for employment), or to continue that period of employment.

<b>Reason for Processing</b>	<b>Legal Basis</b>
Your suitability for the role of a student caller	Legitimate Interest
Making provision under the Equality Act 2010	Legal Obligation
Your eligibility to work in the United Kingdom	Legal Obligation
Making remuneration for the work that you have done	Contract
Fulfilling a request for a reference	Consent
Fulfilling legal obligations relating to Income Tax and National insurance	Legal Obligation
Managing the telephone campaign and monitoring your performance as a student caller	Legitimate Interest
Matching you to alumni with a similar Durham profile (same college, subject of study, or sport) to make your calling easier to establish rapport	Legitimate Interest
Maintaining relationships with our alumni	Legitimate Interest

### **How personal data is stored by DARO**

Personal data of student callers is stored by DARO in Raiser's Edge (RE), the University's alumni and fundraising database, which is installed on the University's servers located in Durham. Access to RE is restricted to a limited number of University staff and is controlled through password protection and user security profiles. All University employees, contractors and volunteers that are given access to personal data receive mandatory Data Protection training and have a contractual responsibility to maintain confidentiality.

The personal data (your name, college, subject of study, interests) of student callers is also stored in the telephone campaign management software on the servers of our trusted third party suppliers. These servers are located in the EU. Access to the telephone campaign management software is controlled through password protection and user security profiles. The University enters into a contract with the third party supplier to ensure that your personal data is offered the same level of protection required under GDPR.

Personal data is also stored by the University's Human Resources Department and you should refer to them for a copy of their Privacy Notice.

### **How personal data is processed by DARO:**

Sensitive (or Special Category Data under GDPR) is processed by DARO to:

- Meet legal requirements in relation to the Equality Act (2010);
- Make reasonable adjustments if employed as a student caller.

Personal data is processed by DARO to:

- Consider your application for employment in an equitable, fair and transparent manner, including evidence of your eligibility to work in the United Kingdom;
- Produce shift rotas;
- Make payments to you for the work that you have done;
- Meet the legal obligations to the Government in relation to Income Tax and National Insurance contributions;
- Provide references for future employment where requested;
- Populate the telephone campaign management software with student caller names so that calls can be efficiently and fairly distributed;
- Effectively manage the human resource required to fulfil the necessary volume of calls to alumni and supporters;
- Understand the veritable success of the telephone campaign against individual and team targets and financial goals;
- Enable DARO to record the interactions that you have with our alumni and supporters during the telephone campaign.

### **Who DARO shares personal data with:**

The personal data of student callers is shared with third party organisations in a limited number of instances. DARO use proprietary software to manage its telephone campaign, which is populated with caller data to enable the effective management of calls. The University enters into a contract with third party suppliers which include provision for data sharing, where it is appropriate to do so. Third party suppliers must meet the requirements of GDPR to the satisfaction of Durham University.

DARO will only share personal data that is relevant and proportionate.

When DARO shares personal data as detailed above, we ensure that security is maintained, using tools such as encryption and file transfer using industry standard file sharing protocols.

Personal data is NEVER sold on to third parties.

### **How long personal data is held by DARO:**

This information is additional to the information in Part 1 about Retention.

As a student, your personal data will move from the student records system (BANNER) to RE once you graduate from the University. As a student caller a basic record is created in RE so that your relationship as a student caller to the alumni and supporters that you call can be recorded. Your alumni record will, on graduation, be merged with the record that was created for you as a student caller.

DARO considers its relationship with alumni, donors and other stakeholders to be life-long. This means that once you have graduated we will maintain a stakeholder record for you until such time as you tell us that you no longer wish us to keep in touch. For information about how your personal data will be collected, created, stored and managed once you graduate please refer to the relevant Privacy Notice at [www.dunelm.org.uk/privacy-notice](http://www.dunelm.org.uk/privacy-notice).

### **How to object to DARO processing your personal data:**

Individuals have the right to object to DARO processing their personal data for any or all of the purposes set out in this Privacy Notice; they may do so at any time. To exercise this

right, please email [dar0.privacy@durham.ac.uk](mailto:dar0.privacy@durham.ac.uk) giving clear details of the processing activities and/or types of personal data to which your objection applies (see sections above for descriptions).

Please note that you can only object to the processing of your personal data where that processing relies on the basis of Legitimate Interest.

### **Visitors to our websites/webpages:**

When someone visits [www.dunelm.org.uk](http://www.dunelm.org.uk) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be transparent about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

### **Use of cookies by DARO:**

You can read more about how we use cookies on our [Cookies page](#).

### **Links to other websites:**

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

### **Changes to this privacy notice:**

We keep our privacy notice under regular review. This privacy notice was last updated on 15 March 2018 and will be next reviewed in March 2019.

### **Further information:**

If you have any questions which you feel have not been covered by this Privacy Notice, please do not hesitate to email us or write to:

Senior Data Officer,  
Development and Alumni Relations Office,  
Palatine Centre,  
Durham, DH1 3LE  
[dar0.privacy@durham.ac.uk](mailto:dar0.privacy@durham.ac.uk)