**LSESU Advice Service Privacy Policy – Introduction**

London School of Economics and Political Science Students’ Union (LSESU) Advice Service (“we, us, our”) of LSE Students’Union takes your data protection and rights in relation to this very seriously. Our Privacy Policy is written to make things as clear as we can, if you have any questions about your privacy in relation to getting advice from LSESU Advice Service, then please contact us (details below).

We promise to respect and protect any data you share with us; we won’t do anything with your data that you wouldn’t reasonably expect us to do when you contact us for advice. Data protection in the UK is overseen by the Information Commissioner’s Office (ICO) and the main legislation that underpins it is derived from the EU General Data Protection Regulations (2016) (GDPR). The GDPR forms part of the data protection regime in the UK, together with the new Data Protection Act 2018 (DPA 2018). The main provisions of this apply, like the GDPR, from 25 May 2018.

**What Data We Collect**

When you contact us and ask for support we keep a record of the information you have provided, our response to you and details of every subsequent interaction.

**How We Collect and Use Your Data**

LSESU Advice Service is an independent and confidential service. We process your data for our own records. Processing data includes: collecting, recording, storing, analysing etc. It is stored electronically, externally to the Union and the London School of Economics and Political Science (LSE) servers. We will never use the information about you for marketing purposes.

We collect data about you in two ways, either directly from you or directly from a person/third party you have given consent to share information with us for example your tutor or a member of student services staff.

We use your data for two purposes. The first and most important is to help you with your case/problem, from the GDPR legislation the legal basis we have to collect your data is called a legitimate interest (Article 6 GDPR). This means that we feel you would reasonably expect us to process your data when you approach us for support. For example, it would be very difficult for us to give you feedback on an academic appeal if you didn’t tell us your name or what course you were on. Because of this, we don’t need direct consent to process your data when it is part of your case/enquiry. It is necessary for LSESU Advice Service to protect your interests as our client as well as our interests as a service. We believe that you have a right to complain if the advice you receive is incorrect or unsatisfactory. Without storing data, including case details, it may be difficult for you to seek redress. We require your data in the event of a complaint so that we can check if the advice provided was accurate and you were treated in a fair and respectful manner.

The second reason that we process your data is for monitoring and statistical purposes. At this point any demographic data is anonymised, so you can’t be directly identified from it. We then use this to look at trends/patterns so that we can focus our work on helping students in the best possible way. For example, if we see that a lot of students in a particular department are having the same problems, we can look at ways to prevent these problems from occurring in the first place. We might approach LSE about changing a policy or look at how we can better provide advice to a particular group of students, but we would not use any information which could directly or indirectly identify you.

**Sharing Your Data and Disclosure to Others**

In general, we will not share your information outside of LSESU Advice Service without your direct consent. We need this consent in writing either in an email from yourself or in writing if you’re seeing us in person.

However, there are some instances where we have a statutory obligation to share your data. These are instances that are set out in Acts of Parliament or by a Court of Law. They include criminal and terrorist activity, adult and child protection concerns, conflict of interest, or if we believe there is a substantial threat to life/harm of you or another person. You can read more details about Breaking Confidentiality hereunder.

**Breaking Confidentiality**

There are instances where it can be helpful to disclose your details to a third party, such as LSE. Ordinarily, we will need your written consent to do this which we will get by filling out a consent form or by you writing us an email. We will record you giving this consent on our AdvicePro case management system.

There are rare occasions where an adviser may need to break confidentiality without consent.

These include:

- If we think you may be a risk to yourself or other people

- If you disclose information relating to a child or vulnerable adult who may be at risk of harm

- If we are required to by law If it is an emergency situation advisers are able to proceed to break confidentiality in line with the above points.

If an adviser feels it necessary to break confidentiality without consent and it is not an emergency then they must inform the Advice Manager in the first instance, who will then consult with LSESU Safeguarding Lead about how to proceed.

**Breach of Confidentiality**

If the confidentially of your data is compromised we will report this to the LSESU Data Protection Officer and inform you as soon as practicable. We will report the incident to the Information Commissioner's Office if required.

**Consent**

Consent has been clarified and defined in the GDPR. It has to be a clear process and involve a positive choice from the person giving it (no pre-ticked boxes or opt out options are now allowed). You are also able to withdraw your consent at any time. We can’t refuse to advice you on that basis alone but it may impact on the level of service we can offer.

We will ask for your explicit consent to share your information when it is relevant/necessary to advice you. If we deem this necessary, we will ask you to sign a mandate allowing us to share your information, this can only be to specific people for a specific purpose. For example, if you want us to accompany you to an academic misconduct panel you may need to give us your consent to speak with LSE about your case.

**How to Change and Erase Data We Hold on You**

You have the right to be able to see the information we hold on you, have any incorrect facts changed and to have your data erased. If you want to exercise any of these rights, please contact us (details below) and we will talk you through the process.

**Your Rights**

The GDPR sets out your rights as an individual, we strive to uphold and protect your rights in balance with our legitimate interest in providing advice for you.

1. The right to be informed

2. The right of access

3. The right to rectification

4. The right to erasure

5. The right to restrict processing

6. The right to data portability

7. The right to object

8. Rights in relation to automated decision making and profiling.

You can see detailed explanations on each of these rights [here](https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/individual-rights/).

Any documentation not stored on Advice Pro will be kept in your Adviser’s password protected personal drive or within a locked cabinet.

Any emails you send us will be stored on the LSESU Advice Microsoft Office365 account or your Advisers individual Microsoft Office365 account.

**Timeframes**

The GDPR states that we can only keep your data for no longer than it would be reasonable for the purposes that we have outlined. We have considered this, and we feel that a seven-year retention period gives you the opportunity to re-engage with our service throughout your time at LSE.

This means that if an issue in first year occurs again in third year we still have your details and you don’t need to go through the same process twice. Some issues, like complaints, can still be in process after you have left LSE, which is why we feel 7 years in an appropriate timescale.

After this time all of your data will be automatically archived (fully anonymised and only accessible for statistical reporting) from Advice Pro and any other internal systems.

**How to Contact Us**

If you have any questions about privacy and confidentiality, please get in touch:

LSESU Advice Service

020 7849 4668

[su.advice-centre@lse.ac.uk](mailto:su.advice-centre@lse.ac.uk)

Chief Executive and Data Protection Officer of LSESU

Ben Whittaker

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LSE Students’ Union is a distinct organisation from LSE and as such retains sole responsibility for our use of your personal details. For enquiries regarding data held by LSE please contact the Data Protection Team.

For information controlled by LSE refer to their website

[www.lse.ac.uk/privacy](http://www.lse.ac.uk/privacy)