

Data Protection Policy

Approved by Information Services Board on 17th November 2009

Reviewed by Information Governance Group on 17th June 2015

1. Introduction

- 1.1 Queen Mary University of London (QMUL) is required by law to comply with the Data Protection Act 1998 (the Act). This Act came into force on 1st March 2000 and relates to the processing of Personal Data. QMUL needs to process certain personal information about living individuals such as employees, students, graduates, research subjects and others, defined as *Data Subjects* in the Act, to fulfil its objectives and meet legal obligations. Such data must only be processed in accordance with this policy and with the terms of QMUL's Registration with the Information Commissioner's Office (ICO), which sets out the purposes for which QMUL processes personal data.

2. Compliance

- 2.1 To comply with the law all data must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. To do this, as a Data Controller, QMUL must abide by the eight *Data Protection Principles* set out in the Act. These state that personal data shall be:
- 1) processed fairly and lawfully and shall not be processed unless certain conditions are met;
 - 2) obtained for specified and lawful purposes and not further processed in a manner incompatible with these purposes;
 - 3) adequate, relevant and not excessive;
 - 4) accurate and where necessary kept up to date;
 - 5) kept for no longer than necessary;
 - 6) processed in accordance with Data Subjects' rights;
 - 7) protected by appropriate technical and organisational security, and;
 - 8) not transferred to a country or territory outside the European Economic Area, unless that territory ensures an adequate level of protection for the rights and freedoms of Data Subjects in relation to the processing of personal data.
- 2.2 This policy and its appendix, as well as other instruction issued, shall guide all who process data in QMUL to ensure that these principles are followed and any breach, whether deliberate or through negligence, may lead to disciplinary action being taken.

3. Definitions

- 3.1 *Processing* is given a broad interpretation in the Act: it covers creating, obtaining, holding, sorting, retrieving, amending, disclosing, destroying of data etc. Every person who holds any personal data about another individual in some form or medium (hard-copy or electronic) from where it can be retrieved is 'processing' data.

- 3.2 *Personal Data* is defined in the Act as data that relate to a living individual who can be identified from those data; or from those data and other information which is in the possession of, or is likely to come into the possession of, the Data Controller; and includes any expression of opinion about the individual and any indications of the intentions of the Data Controller or any other person in respect of the individual. Examples are name, address, date of birth, attendance details, comments on coursework, a photo.
- 3.3 *Sensitive Personal Data* is defined in the Act as personal data consisting of information as to:
- a) the racial or ethnic origin of the Data Subject
 - b) his/her political opinions
 - c) his/her religious beliefs or other beliefs of a similar nature
 - d) whether he/she is a member of a trade union
 - e) his/her physical or mental health or condition
 - f) his/her sexual life
 - g) the commission or alleged commission by him/her of any offence
 - h) any proceedings for any offence committed or alleged to have been committed by him/her, the disposal of such proceedings or the sentence of any court in such proceedings.

Note: the definition of health is considered broadly under the Act; it is not defined exhaustively but includes preventative medicine, medical diagnosis, DNA sequences, medical research, provision of care and treatment and the management of healthcare services. It will also include any information about disability or learning difficulty.

- 3.4 *Data Subject* is the living individual to whom the data relates. For example, for QMUL this would mean employees and students, among others.
- 3.5 *Data Controller* is the person or entity who (either alone or jointly or in common with other persons or entities) determines the purposes for which and the manner in which any personal data are, or are to be, processed. QMUL, as a corporate body, is the Data Controller under the Act; so are its staff, not independently but as employees of the corporate body.
- 3.6 *Data Processor* is any third party other than staff or students of QMUL who processes data on behalf of the Data Controller. For example, this could be a supplier to which some service, such as a payroll, has been outsourced. There will be written agreements with Data Processors to ensure they comply with the Act.

4. Access to Personal Data

4.1 Data Subject Access Rights

- 4.1.1 The Act gives Data Subjects a right of access to personal data held about them by QMUL, and allows QMUL to charge a fee for such access.
- 4.1.2 All such Subject Access Requests must be made in writing and a record must be kept. Access does not include the right to amend data, but the Data Subject has the right to request any errors or omissions identified are corrected.
- 4.1.3 QMUL will ordinarily charge the prescribed maximum fee (currently £10) for Subject Access Requests and take steps to verify the identity of the applicant.

- 4.1.4 All such requests must be responded to within the terms laid down by the Act, and must be notified to the Records & Information Compliance Manager as soon as they are received.
- 4.2 Third Party Access
- 4.2.1 There are circumstances, provided for under the Act, where personal data may be disclosed to third parties without the consent of the Data Subject.
- 4.2.2 Any such disclosures will only take place if QMUL is satisfied that the party seeking this has provided written evidence of its entitlement/authority to ask for this information and relevant justifications as required.
- 4.3 Monitoring
- 4.3.1 It is sometimes necessary to monitor information and communications, which may include personal data. This shall be done in line with QMUL's Guidelines on the Right to Privacy and the Monitoring of Data. QMUL also operates CCTV and similar equipment to monitor safety and security.

5. Responsibilities of the Data Controller and Data Processors

- 5.1 Compliance with this Policy is mandatory and disciplinary action may be taken against any member of staff who fails to do so. The accompanying [Guidelines](#) should also be followed.
- 5.2 Consent - In order to process data QMUL shall normally obtain consent from Data Subjects. In the case of sensitive personal data, express consent must be obtained in the absence other conditions.
- 5.3 Security - All users of QMUL personal data must ensure that all such data they hold is kept securely, for example in a locked cabinet or with encryption, to safeguard it from damage or loss and that it is not disclosed to any unauthorised third party in any form either accidentally or otherwise. Please see the [Information Security Policy](#) and the appendix below for further details and guidance.
- 5.4 Third Parties - If QMUL enters in to agreements with third parties which include the sharing of personal data it shall ensure that adequate protection is offered and will use the data in accordance with defined purposes, by instigating a written data processing contract to cover this.

6. Responsibilities of Data Subjects

- 6.1 All Data Subjects have an obligation to:
- Ensure that any information that they provide is accurate and up to date
 - Inform QMUL and/or their department of any changes to information which they have provided, e.g. changes of address
 - Inform QMUL of any known errors

7. Records Management

- 7.1 Regardless of format, personal data must only be kept for the length of time necessary to perform the processing for which it was collected. QMUL will keep

some forms of information for longer than others. Information shall be retained in accordance with QMUL's [Records Retention Policy](#) and associated [Records Retention Schedule](#) and disposed of securely at the end of retention.

8. Related QMUL Policies

- Records Retention Policy
- Information Security Policy
- Policy on Access to Information by Staff and Students
- Research Ethics Policy
- IT PC Disposal Procedure
- CCTV Policy

9. Staff Checklist for Processing Personal Data

Anyone in QMUL processing personal data shall consider the following:

- Is this data really needed?
- Is the data 'standard' or 'sensitive'?
- If it is *sensitive*, has the Data Subject's explicit consent been obtained?
- Has the Data Subject been informed that this type of data will be processed and the purposes for this?
- Are you authorised to collect/store/process the data?
- If yes, have you checked with the Data Subject that the data is accurate?
- Will the data be securely held and who will have access?
- If you do not have the Data Subject's consent to process, are you satisfied that another condition allows processing of the data?
- How long does the data need to be kept and are there arrangements for its review/secure disposal?

10. Duties

As required by the Act, QMUL has notified the U.K. Information Commissioner that it processes personal data. The registration number of the Notification is Z5507327 and can be viewed by searching the register on the ICO website at: <http://www.ico.org.uk/esdwebpages/search>. The Data Protection Officer for QMUL is the Records & Information Compliance Manager.

Guidelines are appended to this policy to advise staff on best practice procedures to follow. These guidelines may be subject to change or revision by the Data Protection Officer or a delegate.

Further information about this policy, Subject Access Requests, retention and disposal of data and/or any other data protection issues should be addressed to data-protection@qmul.ac.uk

Appendix – Guidelines

These Guidelines should be read in conjunction with QMUL's Data Protection Policy. Examples are set out below to illustrate some of the scenarios staff might experience and best practice to be adopted.

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I. What are my responsibilities?

All staff will process personal data in one form or another and as such have a duty to ensure that this is done fairly (1st Principle), stored securely (7th Principle) and disposed of when it is no longer required (5th Principle). As such, all staff should be aware of the [eight Data Protection Principles](#) and bear in mind the '[Checklist for Processing Data](#)' detailed in the Policy. In particular, be aware of what constitutes sensitive personal data and the special circumstances under which it can be processed. Any and all of the below may be applicable to you.

II. Dealing with Subject Access Requests

Anyone who wishes to make a data Subject Access Request (SAR) should fill in an [SAR Form](#) available on the website, though it is not mandatory. Any SAR received within QMUL should be copied to the Records & Information Compliance Manager (contact details below) so it can be logged. If in doubt as to whether you have received an SAR or how to respond to it, please contact him for assistance.

QMUL, as Data Controller, must respond to such a request, in full, within forty calendar days. There are certain requirements that must be satisfied by the Data Subject before the forty day period begins:

- the request must be in writing, preferably using the appropriate SAR form
- any fee must have been paid (not exceeding £10) †
- the person making the request must have properly identified him/herself (if the request is by email it needs to be from a QMUL address or other details verified)

- enough information must be provided to locate the data (i.e. the request must be sufficiently clear as to what is being sought: a Data Subject can't simply say "give me everything you have on me" and expect a full response) *
- there must not have been repeated or similar requests from the Data Subject unreasonably close in time (if so, it may not be necessary to respond)
- there must not be a 'disproportionate effort' involved in responding to the request (although this is a difficult point to argue)

† this fee will be waived for basic requests from current students such as a minute from an examination board.

* data which may be produced in the event of an SAR is usually to be found in what the Act defines as a 'relevant filing system'. However, if the request contains a description of the data, the individual would have a right of access to unstructured data. For further details, please use the contact details below.

III. Processing data

When processing personal data it is important that this complies with the eight Data Protection Principles. For example, at the point of collection the form, web page or similar should state the purpose for collection and no data other than that required for that particular transaction should be collected. For help drafting such a fair processing/privacy notice please use the contact details below. It is good practice to collect consent at this point and keep a record of the consent given as an audit trail. The fair processing notice to students, displayed on (re-)enrolment in MySIS, makes data sharing between departments possible. Also, appropriate security measures must be taken when storing, moving or transmitting data, such as encryption.

- What to do

At the point of collection the following information should be provided:

- The identity of the Data Controller (usually QMUL)
- The purpose(s) for which the data is being collected
- The recipients to whom the data may be disclosed (or transferred)
- Details of how to opt-out of any subsequent re-use

III (i) Storage, handling and disposal of data

Personal data should be marked with an appropriate classification as per [SOP DG09 – Information Classification](#) and stored and handled (and disposed of) as determined by these. Data is to be given appropriate levels of access control and security. This means that it should be safeguarded by means of lockable cabinets and password and/or encryption protection, depending on format. See [SOP DG14 – Storage of Information](#) and [SOP DG15 – Handling of Information](#). When the time comes to dispose of personal data you should refer to [SOP DG16 – Disposal of Information](#).

Handling and exchange of patient information must in addition comply with the [Access to Health Records Act 1990](#) and the [Caldicott principles](#) where only those with a professional or contractual duty of confidentiality are permitted access to patient information. Please also see the [Records Management Procedures](#).

- What to do

Make sure you use passwords which are strong and hard to guess. Never share or write passwords down and keep a log of who has access to secure areas. Secure personal information physically by restricting access to only those who need it for the performance of their duties and lock cabinets, rooms and computers when the information is not in use. Use confidential waste facilities/shredding.

III (ii) Sensitive personal data

Sensitive personal data should usually only be recorded when the Data Subject has given express consent. There are some exceptions to this listed in Schedule 3 of the Act such as to protect the vital interests of the individual or another person or to monitor equal opportunities. See also the Advice and Counselling Service's [Confidentiality and Data Protection Policy](#).

- What to do

When recording data like absences, extenuating circumstances or disciplinary offences on a file, only brief notes should be made with little or no detail e.g. "absent due to ill health".

IV. Examinations and assessment data

Students are entitled to information about their marks for all types of assessment, as well as decisions made on academic progress, award and classification. These are normally available as a matter of course but QMUL *may* withhold marks, transcripts and certificates or notification of decisions relating to academic progression or award where a student has tuition fee debts. However, access to this information is within the provisions of the Act and marks and other data will be released if a subject access request is made. Examination scripts (answer books) are exempt from the right of access.

- Exam *scripts* are exempt from the right of access in the Act (SAR)
- Examiners' *comments* and marks are not exempt and access may be requested

- What to do

Markers could make their comments on a separate sheet (although it should be remembered that data must be presented in "an intelligible form" to a Data Subject making an SAR). It is acceptable to destroy the marking sheets/scripts once marks have been finalised at the examination board, if this is part of standard procedure but this should be done in accordance with the Records Retention Policy. In all cases markers should be aware that their comments may be read by the candidate, so offensive, subjective or opinionated statements must be avoided. Please see the current Assessment Handbook for further details, available on the [Policy Zone](#), and the [ICO's guidance](#).

IV (i) Automated decisions

If any form of assessment relies purely on automated means then a Data Subject has the right:

- to be informed of the logic behind the process
- to be able to request that decisions are not made solely through the automated process

IV (ii) Disclosure of results

- Telephone queries for exam results should not be answered unless there is some verifiable method to confirm the identity of the caller
- Publication of results on a notice board may be reasonably expected by students, but to protect identification, numbers should be used rather than names
- Exam results *may* be withheld due to non-payment of fees where the debt relates to academic study

- What to do

If exams are not marked until fees are paid then there will be no data to access. However, this could be argued to be a form of student bias and even infringe human rights. Exam results should be provided if an SAR is submitted but re-enrolment or graduation *could* be prevented. Publishing examination results is a common and accepted practice. Nonetheless, if exam results or classifications are to be published publicly, such as at a degree ceremony, it is good practice to gain consent and offer an opt-out. See also the current Assessment Handbook.

NB The timescale for responding to SARs that relate to examination marks or results is extended from forty days to:

- five months from the time when the request is received and validated, or
- forty days from the announcement of the examination results, if earlier

IV (iii) Examination boards

- Minutes of examination boards may be subject to access if a candidate is referred to, whether by name or some other identifier

- What to do

Board secretaries should ensure that minutes are purely factual. If access is provided, any other individual's details must be redacted unless they have given their consent to the disclosure.

V. Research

There are specific provisions in the Act for the use of personal data in research (Section 33). QMUL's Research Ethics Policy should be studied and complied with. Before using personal data in research that will be supported by QMUL's facilities, approval should be sought from QMUL's [Ethics of Research Committee](#). As part of the application process the researcher will be required to complete sections on 'Confidentiality, anonymity and data storage' and 'Consent'. Where possible informed consent should be obtained from all participants and if this is not possible then data should have all personal identifiers removed. Researchers should adopt a system of anonymous coding (pseudonymisation) as the identity of Data Subjects must not be given away without consent. Wherever possible, the minimum data possible and anonymisation should be used.

- Data used for one piece of research can be re-used in other research for a different purpose (see Research Ethics Policy guidelines on secondary use)
- Research data *may* be kept indefinitely (but not for use in new research)
- Research data is exempt from SAR rules (as long as living individuals are not identified and no substantial damage/distress is caused to any individual)

- What to do

Your research should fulfil all the following criteria:

- the information is to be used *exclusively* for research purposes (includes statistical or historical research purposes) and no other use, not even an incidental one
- the information is not to be used to support measures or decisions relating to *any* identifiable living individual (not just the Data Subject but anyone who may be affected by your research)
- the data must not be used in a way that will cause, or is likely to cause, substantial damage or distress to any Data Subject
- the results of your research, or any resulting statistics, must not be made available in a form that identifies the Data Subjects. For example, if a name of an individual is disguised you would not meet this criterion if you describe

their circumstances (such as in a case study) in such detail it may be possible for someone to identify that individual.

All data must be processed in accordance with the [eight Data Protection Principles](#) – there is no blanket exemption.

VI. References

- Internal references provided for the purposes of education, training or employment are exempt from the right of access in the Act (SAR)

- What to do

Concentrate comments in references on factual matters (e.g. dates of attendance, duties performed); any subjective observations or academic judgements must be based on fact.

- External references sent to Queen Mary *may* only be released if consent has been given by the referee or if it is reasonable in all the circumstances

- What to do

Requests for references could routinely include a note asking the referee to indicate (non-) willingness for its release on request *or* if there is no consent, the text could be redacted so as to remove anything that would reveal the identity of the referee – in reality impractical. For example, Admissions' reference request form states, "Referees are asked to note that the applicant may seek disclosure of this reference under the provisions of the Data Protection Act".

- References provided by Queen Mary are exempt from SARs made to it, but the Data Subject may see the reference if they make an SAR to the third party to whom the reference has been provided

In writing a reference the author should always indicate how long (s)he has known the individual and in what capacity. Again, comments must be factually accurate and honest, and subjective personal opinions must be avoided. As a general rule, you are advised not to include information in a reference that you would not wish the individual concerned to see. Spent disciplinary sanctions must not be referred to (usually six years after case closure). Personal references should be limited to a maximum of six years after the student leaves the institution. Nonetheless, students would not normally object to the confirmation of attendance, degree classifications etc. which come from prospective employers (NB this type of enquiry should be treated as an FOI request). References provided in a personal capacity by staff should state this clearly and not be provided on QMUL stationery. See also the [ICO's guidance](#).

VII. HR records

VII (i) Disciplinary procedures

- The outcome of grievances is only disclosable to the person who is the subject of the process, not to any other parties

- What to do

If there is a disciplinary process against an employee, then only that employee has a right to know the details of that process. For example, if an accusation is made by a student or member of staff against another member of staff, expectations should be managed from the start. The accuser does not have a right to be kept informed or to

know the outcome of the process. Only tell them that the procedure has been completed when it has, but not how.

VII (ii) Sick notes

- Sick notes contain sensitive personal data and should only be seen by those who need to know

- What to do

Sick notes should not have to be seen by line managers unless explicit consent has been given by the employee.

VIII. Images

Images of identifiable individuals are personal data.

- Photos/video taken for official use are covered by the Act and people in them should be advised why they are being taken
- Photos/video showing a crowd scene (e.g. in a public place) would not be considered to be personal data because the purpose of capturing the individuals is not to identify them
- Photos of staff on the intranet need no consent but consent is required if the site is an Internet one

- What to do

Consent should be sought wherever possible, especially of individual shots because they can be readily identified. Where this is not practical for each individual, for example at an event or at a degree ceremony, Data Subjects should be made aware so that it is within their expectations: a statement should appear on tickets/programmes and/or a notice be displayed explaining that photographs/video are being taken and the purpose to which these may be put. All photographers should be clearly identified, e.g. with a visible badge. If taking photographs of children consent must be obtained from a parent or guardian.

If a student or member of staff objects to having a photograph published, on a departmental website for instance, then it must be removed. Prior consent should be sought wherever possible.

[Marketing and Communications](#) can provide a photo release form which Data Subjects should sign if their photo will be used in a QMUL publication.

In addition, individuals whose image has been recorded by CCTV have a right of access to a copy of those images by making a subject access request. This is covered by QMUL's [CCTV Policy](#).

IX. Direct marketing

- Data Subjects have the right to ask organisations to stop, or not to start, direct marketing aimed at them

- What to do

It is accepted that, for example, alumni might reasonably expect the College to send a variety of mailings to them. However, alumni (or anyone else receiving direct marketing material) should be advised of their rights and given the opportunity to opt out in every communication.

X. Third parties, outside agencies and international processing

The Act makes it clear that it is a serious offence to disclose any personal data to a non-authorized person, including orally. It can usually only be released with the Data Subject's consent, unless one of the exemptions is met or a court order issued.

- When dealing with a third party acting as a Data Processor

- What to do

Parties such as BUPT may process data which has been passed to it by QMUL. It is important to ensure that a written agreement is in place covering the services the third party is to provide and that it includes specific provisions covering its responsibilities for the personal data passed on to them (e.g. an obligation to assist QMUL in responding to an SAR) and references the Act. Ideally the third party should provide an indemnity covering any penalties QMUL might suffer as a result of their use of the data. The burden is on QMUL to ensure that Data Processors do not breach the Act. Other data processors of QMUL might be Barts Health NHS Trust or the Universities Superannuation Scheme. Note that there exists a Student Personal Information Sharing Agreement between QMUL and the Students' Union.

- When personal data may be transferred outside the EEA, going against the eighth principle

- What to do

Personal data may be passed to partnering organisations in countries outside the EEA, such as BUPT, which do not have the same levels of protection for personal data as long as certain safeguards are in place (though there are some exemptions). In this case the other party may become a data processor. The Data Subject must be informed prior to any transfer. Details of these safeguards and of standard contractual clauses which may be employed are available from the Records & Information Compliance Manager. See also section XI. below.

- Individual enquiries e.g. from friends or relatives in person, by telephone, email etc. need to be handled with care

- What to do

The correct procedure is to pass any message on to the Data Subject (if over 18) and leave it up to them to contact the caller. Even if the message is from an apparently anxious parent, there is no requirement to reveal details or even confirm the Data Subject exists! If an enquirer telephones (or emails from a non-QMUL account) and claims to be the Data Subject, to provide some measure of authentication, offer to call back. Otherwise there needs to be some system of security questions/passwords to confirm the identity of the caller. Note that a sponsor does not have any automatic right to a student's marks or progression details without the consent of the student.

- Enquiries from the police or other crime prevention or law enforcement organisations (or revenue-collecting authority)

- What to do

These requests most commonly come from the police but *may* also come from an investigation in to tax/benefit fraud or immigration e.g. from local government or the UKVI. The agency must complete a Section 29 form (available on request) to apply for access specifying the purposes for which it is required. The data must be necessary, not just helpful to these purposes. Even then Queen Mary is not compelled to release the data without the Data Subject's consent: there is a need to

ensure proportionality, so rights and interests should be balanced in coming to a decision. It's important to verify the identity of anyone making such requests and ensure the request is counter-signed by an authorised individual. This should be someone who is senior in rank/position to the requester.

- Protecting the vital interests of the Data Subject or preventing serious harm to a third party

- What to do

The consent of the Data Subject is not required if a failure to release data would result in her or a third party's harm or if required to perform a regulatory function, such as securing health and safety at work. See also the [Missing Students Policy](#).

XI. Which countries outside the European Economic Area have adequate protection for personal data?

This is relevant for compliance with the 8th Principle. The European Commission has recognised the following territories as having adequate data protection:

- Andorra, Argentina, Australia, Canada, Faroe Islands, Guernsey, Isle of Man, Israel, Jersey, New Zealand, Switzerland, Uruguay
- United States (under Privacy Shield rules only)

XII. What other possible exemptions are there to the release or other processing of personal information?

- Data protection legislation does not cover the deceased
- Data may be released to the police or other law enforcement organisation in pursuit of an active investigation (see X. above)
- Disclosure of data may be necessary in the case of a medical emergency
- QMUL is legally obliged to pass certain data to certain third parties such as HESA, HEFCE etc.

XIII. What are the penalties for Data Controllers if they breach the law?

- Section 60(2) of the Act states that fines may be imposed on Data Controllers in breach of the law
- Criminal prosecutions may be brought against not just the directors or trustees of an organisation but also other officers (i.e. employees) who are responsible for a breach. This personal liability is important to note
- A Data Subject can bring a claim for compensation for a breach which resulted in their suffering damage or distress
- A Data Subject can also apply to the courts for an order which: requires the Data Controller to comply with an SAR; requires it to stop processing their data where it is being used for direct marketing or is likely to cause damage or distress; or, requires erasure/rectification of data where it is inaccurate
- The Information Commissioner may serve an enforcement notice on a Data Controller if an investigation results in a finding that one of the eight principles has been breached. The ICO sets out the remedial steps which need to be taken by the Data Controller in question and failure to comply with these instructions would also be a serious offence under the Act
- Under ss.55A and 55B of the Act the ICO can issue monetary penalties of up to £500,000 for data breaches

XIV. Who has the authority to report any breaches?

All losses or unauthorised disclosures must be reported to the Records & Information Compliance Manager. Any (suspected) breaches should then be notified to the ICO. Although there is no legal obligation on Data Controllers to report breaches of security which result in loss, release or corruption of personal data, the ICO believes serious breaches should be brought to its attention.

XV. What if I want to process data for a purpose not covered by QMUL's notification to the ICO?

Any new purposes must be added to QMUL's Registration with the ICO before the processing of data begins. Therefore, you must inform the Records & Information Compliance Manager to notify the ICO to make the amendment. Note that the Students' Union has its own separate notification (reg. no. Z520302X).

XVI. What other relevant guidelines are there in QMUL?

There are other policies and procedures which are applicable to data protection, for example the [Information Security Policy](#) provides guidance on storage, access, safeguards, removal etc. and the [Records Retention Schedule](#) details how long data should be kept. The [Records Retention Policy](#) lays out staff responsibilities. In addition, the [Guidelines on the right to privacy and the monitoring of data](#) give information on the rights of employees and the right of QMUL to monitor employees' activities. Students should refer to the Fair Processing Notice that they view on (re-)enrolment too. Training is available and can be booked through CAPD.

XVII. Who in Queen Mary can I contact for more advice?

The advice above is not exhaustive. The Records & Information Compliance Manager can be contacted on ext. (13) 7596 or by emailing data-protection@qmul.ac.uk including to arrange training.