Your trust is very important to us. This means City is committed to protecting the privacy and security of your personal information.

We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal data, your rights in relation to your personal data and on how to contact us and supervisory authorities in the event that you have a query or complaint.

City, University of London is committed to protecting the privacy and security of personal data. The purpose of this notice is to promote transparency in the use of personal data, and to outline how City, University of London collects and uses your personal data, in accordance with the General Data Protection Regulation 2016 ("GDPR") and the Data Protection Act 2018 ("DPA 2018"). You can find additional information here.

City, University of London collects, uses and is responsible for certain personal data about you. This is known as "processing". The purpose of this notice is to explain how the University will collect and use (process) your personal data, what rights you have in relation to that data and to provide transparency about the data collected about you.

**What we will collect during Clearing and how will we use it**

During Clearing, the personal information we will collect is

- Name
- Contact details - telephone number, email.
- Age
- Postcode
- Educational qualifications and history
- Nationality
- Right to study in the UK: this may include Visa type/BRP type/Immigration status
- Data which will allow us to access your UCAS records
- Personal data disclosed during telephone conversations and recordings of telephone conversations with City Clearing Staff
- DBS checks will be required by the School of Health Sciences after Clearing where required to enrol onto and pursue a course in the Health Services. The Privacy Notice associated with this obligation is [here](#)

**How we use the data**

The personal information that you provide will be processed securely for the purposes of selection and admission to the University. Data may be used for statistical purposes, market analysis and training. We may also use your data to recommend alternative courses if your primary application has been unsuccessful. **We may record telephone calls you make to the University during Clearing to:**

- check for mistakes
- train staff
• **prevent, detect, investigate and prosecute fraud**

*We do this in the interests of offering a good service to our customers and to protect public funds.*

*If you object to this, you will need to end the call when you are told that calls may be recorded. Alternative methods of communication are available. [Link to contact form]*

**Automated decision-making**

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We are allowed to use automated decision making in the following circumstances:

• when the decision is authorised by law
• where it is necessary to perform the contract with you and appropriate measures are in place to safeguard your rights
• in limited circumstances, with your explicit written consent and where appropriate measures are in place to safeguard your rights

You will not be subject to decisions that will have a significant impact on you based solely on automated decision making, unless an exception applies.

City is the ‘data controller’ of this information. This means that City decides what your personal information is used for, and the ways in which it is processed.

**City’s legal basis for Processing your personal information**

The legal basis on which City processes your personal information is in order to fulfil City’s contractual obligations or services to you (for example certain data need be processed to facilitate your studies at City) and public task – City is an educational and research establishment and in particular its educational and research activity is conducted in a public interest (including your interest and the interest of others).

**Retaining your information**

The GDPR and DPA 2018 requires that personal data should be kept for no longer than is necessary for the purposes for which the personal data are processed (except in certain specific and limited instances). Your data will be kept as set out in City’s Student Records Management Policy and Retention Schedule.

**Data sharing**

We may share your personal data with organisations within and outside of the European Union. Where any sharing or transfer of data occurs we will always ensure that there are
appropriate safeguards in place to protect your personal data and that there is a lawful basis to share/transfer that data.

Such personal data will be the minimum required for the purpose, only sent when necessary, justifiable and where we have the appropriate legal basis to do so. Examples of times your data may be shared would include the following:

- Where you are a non-EU student and your independent agent is working as an intermediary.
- Where your placement provider is based outside the EU, we may share your data with them on the grounds that such transfer is necessary for performing our contract with you.
- Where you have enquired or applied through a City, University of London authorised official agent, we may share your data with them and send them information on the grounds that such transfer is necessary for performing our contract with you.
- Where you have applied and nominated a designated person or agency on your application form, we may share your data with them and send them information on the grounds that such transfer is necessary for performing our contract with you.
- Where the performance of the contact with you or a legal obligation requires the University to refer your data for legal advice (for example in order to comply with UKVI or fraud legislation).

Your rights and information

If you have any questions about how City handles your personal information, or you wish to find out about your rights, please visit City’s Privacy Notice. You will also be able to find out more information about how City processes your information and how you can contact City’s Data Protection Officer via email at dpo@city.ac.uk. Where there is inconsistency between those documents and this notice, this notice shall prevail.

If you raise a concern with City about the way it has handled your personal information, you are entitled to lodge a concern with a supervisory authority. In the UK, the supervisory authority is the Information Commissioner’s Office (ICO).